



# Helping or representing someone with their complaint



**EWON provides a free service for all electricity and gas customers and some water customers in NSW. You can have a friend or family member assist you, but should not have to pay someone to represent you, and of course you can contact us yourself.**

EWON offers an informal dispute resolution service. This means that a customer can bring complaints to our office without the need for a representative.

However, we understand that sometimes customers prefer to have someone else act on their behalf when dealing with us. In these cases, customers need to give their representative authority to act on their behalf.

## What does giving authority to act to a representative mean?

When you give authority to another person or organisation, you are giving them permission to act on your behalf with our office. This means we can:

- ask them for information about you
- give information to them about you
- deal with them as if they were you.

Our Privacy Policy [ewon.com.au/page/privacy](http://ewon.com.au/page/privacy) explains how we handle each customer's personal information. The policy ensures we do not give your personal information to another person, or arrange changes to your energy and water account, without your permission.

## Individuals

If you want someone to act on your behalf, or you want EWON to provide information about your complaint to someone else, you need to authorise this. Generally, we accept verbal authority if you want to authorise a family member, trusted friend or community worker to act on your behalf, but in some cases we may need to seek written authority. If you want to authorise a solicitor, accountant or other paid advocate, we will always ask you to complete and sign our [Authority to Act form](#).

## What if we want to talk directly to you?

Even when you have authorised someone to act on your behalf, we may still need to contact you as part of the process of resolving the complaint. We will often contact you directly when a paid representative is involved.

## Power of Attorney

**Where a representative advises they have Power of Attorney for the customer, a copy of the Power of Attorney is required.**

## Small businesses

Only a person with authority to make decisions for the business can provide authority. This could be a director, company secretary, owner, partner, senior manager, chief executive officer or chief financial officer. This person can authorise themselves or someone else in the business to deal directly with us. The authority has to be provided in writing on company letter head or in an email with the company's email signature on it. It must state the name and position of the authorised person and the representative acting on behalf of the business.

## Owners' Corporations and Strata Schemes

Only members of the Executive Committee or the Strata Management Company can provide authority to act on their behalf.

If the representative is an employee of the Strata Management Company, we need a copy of the Strata Management Agreement or a copy of the most recent AGM minutes confirming the name of the Strata Management Company.

If the representative is a member of the Executive Committee, we need a copy of the most recent AGM minutes confirming the representative's position. If the person is not a member of the Executive Committee, we need a member of the Executive Committee to authorise them to act.

This can be given in writing on Strata Plan letterhead or by providing a copy of the most recent AGM minutes, confirming the position of the member of the Executive Committee who is authorising the representative to act on their behalf.

## Deceased estates

### What if I am acting on behalf of a deceased estate and there is a will?



- **If Probate has been granted and you are named as the Executor:** we need a copy of the Grant of Probate.
- **If Probate has been granted and someone else is named as the Executor:** we need a copy of the Grant of Probate and the Executor will need to complete an Authority to Act form which authorises you to act on behalf of the estate.
- **If Probate has not been granted and you are named as the Executor:** we need a copy of the will and death certificate. Information not relevant to EWON should be redacted.
- **If Probate has not been granted and someone else is named as the Executor:** we need a copy of the will, and the death certificate and the Executor will need to complete an Authority to Act form authorising you to act on behalf of the estate.

### What if there is no will?

- **If Letters of Administration have been granted and you are named as the Administrator:** we need a copy of the Letters of Administration.
- **If Letters of Administration have been granted and someone else is named as the Administrator:** we need a copy of the Letters of Administration and the Administrator will need to complete an Authority to Act form authorising you to act on behalf of the estate.
- **If Letters of Administration have not been granted:** we need a copy of the death certificate and will need to discuss with you what other documentation may be required.

## Trusts

### What if I am acting on behalf of a trust?

If you would like to act on behalf of a trust, we need a copy of the Trust Deed and any Deed of Variation.

## Important information

### Duration of authority

The Authority to Act is only valid while we investigate that particular complaint. If the customer has a different complaint in the future, we need to obtain authority again.

### Can authority be revoked?

Yes. Authority can be revoked at any time by the customer or any other person with authority. A request to revoke authority can be made verbally, regardless of how the initial authority was provided.

## Contact EWON

<b>Freecall</b>	1800 246 545 Mon - Fri, 9am - 5pm
<b>Freefax</b>	1800 812 291
<b>Freepost</b>	Reply Paid 86550 Sydney South NSW 1234
<b>Interpreter</b>	131 450
<b>TTY/Voice</b>	133 677
<b>Email</b>	complaints@ewon.com.au
<b>Website</b>	ewon.com.au

\* If you are calling from a mobile phone, let us know and we will call you back.

ABN: 21 079 718 915