

What to do if you would like someone else to access your water account

There may be occasions when you need another individual to contact us on your behalf to discuss your water services account e.g. a carer, relative, or if you work away. There are two options, depending on whether the other individual lives with you.

Please use **Option 1** if you would like to give someone else who does not live with you access to your water account to help you manage it. The authorised person will have no responsibility for any charges at your property.

If you use **Option 2**, you are letting us know that there is someone else living at the property who is also responsible for the water service charges, and we will add them to the water services account.

Option 1: Giving consent to someone to discuss and manage your account who does not live at your property

By completing this option you are allowing someone else to have authorised access to your water services account, and deal with it as if they were the account holder (you).

What do you need to know?

Your water account remains your responsibility, even with an authorised person acting on your behalf. This person is NOT responsible for any charges unless they also reside at the property. It remains your responsibility to ensure your water services are paid for on time.

When will authorisation stop?

Authorisation lasts for the lifetime of the account. You or your authorised person can cancel their authorisation at any time via email, in writing or via telephone.

Northumbrian Water has the right to remove authorised access at any time in accordance with our policy and procedures (these can be found on our website).

Option 2: Adding another person who resides at your property on to your Water Services Account

Everyone who resides at a property is usually responsible for water charges. However, if this has not been done when your account was opened, the form on the reverse allows you to update this information to your account.

To add another person to your account you and that person will both need to sign option two on the reverse. Adding another person means that each person on the

account will be fully responsible for all water service charges in respect of that property.

Correspondence will then be issued in both names.

Further information is detailed on the reverse. However, if you don't find what you are looking for please contact us on 0345 733 5566.

Authorised Person Form/Additional Account Holder form

Northumbrian Water treats your personal information with great care, in accordance with the Data Protection Act 1998. The only person who can access your account, or make any changes, is you, the account holder. If you would like someone else to be able to do this as well, you need to complete this form or telephone us. The permission you give to us will last until you notify us of any changes.

There are two options. You can appoint someone to manage the account on your behalf, as well as yourself, as your **Authorised Representative (Option 1)**. The Authorised Representative will have no responsibility for any charges at that property unless they live with you.

Alternatively, if the person you wish to appoint lives at the property with you, you can add them to your account as an **Additional Account Holder (Option 2)**. They will have the same rights as you in managing the account, and both of you will be fully responsible for the full charges due.

Your details: Customer reference number

Full Name Date of Birth

Address Telephone (home)

..... Telephone (mobile)

Email address Telephone (work)

Authorised representative/ Additional Account Holder

Full Name Relationship to you.....

Address Telephone (home)

..... Telephone (mobile)

Please **tick** and sign **one** option only

Option 1 – I give Northumbrian Water permission to deal with the person named above as my **Authorised Representative** on all matters relating to my account

Signed Date.....
Current account holder

Option 2 - The individual listed above resides at the property address with me and we would like them added to the account as an **Additional Account Holder**

Signed Date.....
Current account holder

Signed Date.....
Additional Account Holder

Please return this signed form to Northumbrian Water, Customer Centre, PO Box 292, Durham, DH1 9TX