

Customer Authorised Representative - Metering Data Consent Form



Please return this form by email to customercare@jacanaenergy.com.au.

By completing this form you consent for your metering data relating to the sites specified to be provided to the Authorised Representative listed in this form.

This form is valid for a single use only.

How to complete and submit this form

- 1) Fill in Parts A, B & C as applicable.
- 2) Have Part D signed.
- 3) Email the form to customercare@jacanaenergy.com.au or return it to Jacana Energy, GPO Box 1785.

Part A: Customer Information

Part A1: Residential Customer

Customer Name	<input type="text"/>		Date of birth	<input type="text"/>
Contact Number	<input type="text"/>	Email	<input type="text"/>	
Service Address	<input type="text"/>			

Part A2: Business Customer

Name of Company	<input type="text"/>			
ABN	<input type="text"/>	Name & Position of individual giving authority	<input type="text"/>	
Contact Number	<input type="text"/>	Email	<input type="text"/>	
Are you an authorised party acting on behalf of the nominated business?	<input type="checkbox"/> No	<input type="checkbox"/> Yes		

Part A3: Prepayment Meter Customer

Name	<input type="text"/>	Contact Number	<input type="text"/>
Address (where the meter is located)	<input type="text"/>		

Part B: Authorised Representative

Name of Authorised Representative	<input type="text"/>	Contact Number	<input type="text"/>
Name of Company (if applicable)	<input type="text"/>	Position in Company (if applicable)	<input type="text"/>
ABN (if applicable)	<input type="text"/>	Email	<input type="text"/>

continued on next page

Part C: Meter Data Request (complete either C1 or C2 and C3)

Part C1: Smart, interval, or basic consumption meter

National Meter Identifier (NMI) OR Meter Number

Account Number (found on your bill)

Part C2: Prepayment Meter

Meter Number (found on your meter under the barcode)

National Meter Identifier (NMI) (if known)

Part C3: Date Range (within two years)

From

To

Part D: Authorisation

By submitting this request for metering data you agree to the following terms:

- a) You confirm that you are the customer, as detailed in Part A of this form, during the date range for which meter data is being requested and that the NMI or meter number provided has been taken from your most recent electricity bill or your prepayment meter;
- b) Jacana Energy is permitted to recover its reasonable costs related to this request and you agree to pay such reasonable costs. Jacana Energy may charge you for access to your metering data if:
 - data is requested more than 4 times in any 12 month period;
 - the request is for electricity metering data to be delivered in a non-standard form or manner;
 - your authorised representative requests information about more than one customer at a time;
 - the request relates to historical data from a non-active account; or
 - the request relates to a customer that is a large customer not on Jacana Energy's Standard Retail Contract
- c) Jacana Energy will notify you of any charge that applies prior to fulfilling your or your request.
- d) Jacana Energy will use reasonable efforts to supply the data within any applicable timeframes, but you acknowledge that the delivery of metering data may be delayed by a high volume of requests, incorrect identification data, your refusal to pay any applicable fees or complex/non-standard requests.

If you are applying for access to metering data as a customer authorised representative, you:

- a) warrant that you have authority to make this request on behalf of the customer (including receiving, disclosing and using the customer's metering data) and indemnify Jacana Energy for any loss or damage connected with a breach of this warranty;
- b) must pay any charges relating to this request and must only pass those charges through to the customer if you have their prior consent to do so;
- c) must only use any information you receive in connection with this request for the purposes expressly authorised by the customer; and
- d) if requested, must provide evidence of the customer's consent to this request in a form acceptable to Jacana Energy.

Customer Signature (Nominated in Part A)

Date

Authorised Representative Signature (Nominated in Part B)

Date

Privacy Notice

By submitting this form you consent to Jacana Energy's use, holding and disclosure of personal information in accordance with our privacy policy available at www.jacanaenergy.com.au/privacy

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