

# Authority to Act

Authority to Act is a simple process that allows customers to delegate authority to perform certain tasks to individuals, agents or water brokers. The purpose of Authority to Act is to improve the quality and security of the customer information we manage.

This process allows you to nominate another person, water broker or agent to undertake certain tasks on your behalf without you needing to provide specific authorisation each time. We take your privacy and the security of your information very seriously so there is a robust process to set up this authority in the first instance.

The benefits of Authority to Act are that it will ensure your information is:

- **Accurate:** confirms we are speaking to the right person and ensures information is up to date
- **Timely:** we can process your requests faster, and
- **Secure:** enables us to securely manage your information.

The Authority to Act process ensures that you have visibility of all activities undertaken in relation to your account on your behalf, so that you always maintain oversight.

## WHAT TASKS CAN BE DELEGATED?

Delegated authority tasks include:

- Water allocation transfers (buying and selling water allocation)
- Financial enquiries (bills, enter payment arrangements, etc.)
- Ordering water (via MI Connect)
- Submit Requests (e.g. maintenance, general enquiries)
- Authority to make changes to Authority to Act, and
- Voting at AGM and Board of Director

Our Customer Support team will assist both you and your authorized representative to make the process simple and efficient.

## HOW DO I DELEGATE AUTHORITY TO ACT?



Complete application form on the ['forms' page](#) of our website.



An MI Customer Services Officer will contact you, to book an appointment to complete the 100 point verification check (providing visibility to drivers licence, birth certificate, passport) this meeting can be done online via video call or in person.



During the above appointment, the staff member will also ask you to set-up security questions to be used to validate your identity.



Once completed, access will be provided to the authorised delegate.

You only need to verify your identity once, and you can withdraw the authority at any time (link to form to withdraw).

To get started, contact us on (02) 6962 0200 and we will guide you through the process.