

Registering an Authorised Representative or Contact Person on your Account

Account holders can give someone else the authority to make decisions on their behalf. This may be beneficial if they are sharing a household or if someone else is helping to manage the account.

Once updated, the authorised representative or contact person has the same level of authority as the account holder when it comes to making changes to the account. The only difference being that Active requires the account holder to close the account.

Both the account holder and the contact person must agree to the change however only the account holder can request it in the first instance. This can be done over the phone with one of our agents speaking to both parties or by completing the form below and returning it to Active via the account holders registered email address.

There are 2 ways a contact person can be added to an account:

1. **'Authority to act'** – This means that authorised representatives can make changes to the account; however, they will not appear on the invoice, and they are not financially responsible for the account.

Or

2. **'Authority to act & the contact person's name is reflected on the invoice'** – This means that authorised representatives can make changes to the account as well as having their name reflected on the invoice. It's important to emphasise however that the account holder still remains the sole financially responsible person on the account.

Adding a Contact Person Form

Current Account Holder Details

Title		First Name	
Surname		Date of Birth	
Phone No		Email	

Business Account

☐ Yes

☐ No

ID Details

Please enter your ID type and number. To ensure that we identify you as the account holder, please provide the ID details you supplied when originally signing up.

ID Type	<input type="checkbox"/> Drivers Licence	ID Number	
	<input type="checkbox"/> Passport		

Service Address:

Please enter the details for the address where your utilities are supplied

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Account/Customer number:

(This is located on the top right-hand side of your invoice)

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Contact Persons Details

Title		First Name	
Surname		Date of Birth	
Phone No		Email	

ID Details

ID Type	<input type="checkbox"/> Drivers Licence	ID Number	
	<input type="checkbox"/> Passport		

Level of Authority

You must select how the contact person is to be reflected on your nominated account. They can be:

3. **‘Authority to act & the contact person’s name is reflected on the invoice’** – meaning they can make changes to the account as well as having their name reflected on the invoice. It’s important to emphasise however that the account holder still remains the sole financially responsible person on the account.

or

4. **‘Authority to act’** – meaning they can make changes to the account; however, they will not appear on the invoice, and they are not financially responsible for the account.

Please state the level of authority requested

<input type="checkbox"/> ‘Authority to act & name on invoice’	<input type="checkbox"/> ‘Authority to act’
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Account holder: I agree to the adding of the contact person as listed per this completed form at the level of authority selected above.

Signature

Contact Person: I agree to be listed as a contact person as listed per this completed form at the level of authority stated above.

Signature