





## 7. Identification

Powercor Australia requires that a photocopy of two (2) types of identification be attached to this completed form to enable us to comply with your request for information. One type of identification must have the caller/customer's signature. Examples of identification can be driver's licence, pension card, rates notice, lease agreement, birth certificate, passport.

If you are a third party who is requesting information, you must also produce proof of your relationship to customer.

As a third party, you are also required to produce a "letter of permission to provide personal information" from the customer, together with a photocopy of one type of identification of customer (as above). The identification must include the customer's signature.

## 8. Exceptions

Exceptions to providing access include:

- where providing access will pose a serious threat to life or health of any individual or pose an unreasonable impact on the privacy of an individual.
- Where the information relates to existing legal proceedings between Powercor Australia and you and the information would not be discoverable in the process of those legal proceedings;  
Or
- where providing access would be unlawful, may prejudice an investigation of possible unlawful activity, may prejudice enforcement of laws, or denying access is specifically authorised by law

If Powercor Australia does not allow you to access your personal information, we will provide you with the reasons for our decision. If you believe that the personal information we collect, use or disclose is inaccurate, incomplete or not up to date but Powercor Australia does not agree with you, we will post a statement of your claim where that information is kept and accessed.

## 9. Declaration

I declare the information provided above is true in every detail and that all relevant information has been provided. I understand that the personal information may be refused if information is untrue, concealed, or omitted.

Signature of Caller/Customer \_\_\_\_\_

Date: \_\_\_\_\_

The privacy of our customers is important to Powercor Australia. The personal information supplied on this form will only be used in relation to processing your request, in accordance with Powercor Australia's Privacy Policy. Please refer to our website for a copy of Powercor Australia's Privacy Policy.

Return your form to: Powercor Australia  
Attn: Phil Pearson  
Level 2, 40 Market Street  
Melbourne VIC 3000

*If you have any queries please contact our 24 hour Customer Call Centre on 13 22 06.  
You can view Powercor's web site at [www.powercor.com.au](http://www.powercor.com.au)*