

# Customer Information Request Form

**1. Customer/Caller Details** (If you are not the Customer, please complete Section 5 below)

Surname: \_\_\_\_\_  
 First Name: \_\_\_\_\_  
 Phone: Home ( ) \_\_\_\_\_ Work ( ) \_\_\_\_\_ Mobile \_\_\_\_\_

**2. Postal Address**

Street / RMB / PO Box: \_\_\_\_\_  
 Suburb: \_\_\_\_\_ Postcode: \_\_\_\_\_

**3. Service Address**

Customer Name: \_\_\_\_\_  
 Street Number & Name: \_\_\_\_\_  
 Suburb: \_\_\_\_\_ Postcode: \_\_\_\_\_  
 Date from which you have occupied this address: \_\_\_\_\_

**4. National Metering Identifier (NMI) and Meter Number(s)**

NMI

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Meter Number(s)

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Tick the type(s) required:

Meter Data       NMI Standing Data


Date range of metering data:

to

Note: Metering data may be requested for up to two (2) years prior to the date of this request. For the date range requested, the Customer must evidence, by attaching to this form, proof that it was the Customer on the electricity account for the entire period.

**5. Details of Third party Requesting Information**

Organisation (if applicable) \_\_\_\_\_  
 Relationship of Third Party to Customer: \_\_\_\_\_  
 Reason for requesting personal information: \_\_\_\_\_

**Identification**

- a) If you are the Customer, UE requires that a certified photocopy of two types of identification be attached to this completed form. At least one of the identification documents submitted must include your signature, residential address, date of birth and a photograph of you.
- b) If you are a third party who is requesting information on behalf of a Customer (Third Party Requester) you must submit to your completed form:
  - a Metering Data Agent Authorisation form signed by the Customer authorising you to request and receive the metering information request; and Metering Data United Energy Distribution Pty Limited ABN 70 064 651 029
  - two identification documents of the type outlined in paragraph 0(a) about you as the Third Party Requestor. Page 1 of 2 December 2014

## 6. Exceptions

Subject to the Privacy Act 1988 (Cth) (the Act), UE reserves its right to withhold or limit access to requested information under this form.

If UE does not allow you to access personal information, we will provide you with the reasons for our decision in accordance with the Act. Please advise us if you believe that your personal information that we collect, use or disclose is inaccurate, incomplete or not up to date.

## 7. Releases

To the maximum extent permitted by law, I release UE and any of its employees, officers, contractors, subcontractors or agents from any loss or damage I suffer whatsoever, whether directly or indirectly, in connection with:

- a) UE releasing or not releasing information in connection with this application or
- b) the accuracy or completeness of any information released in connection with this application.

Where I am a Third Party Requester, I will indemnify UE and any of its employees, officers, contractors, subcontractors or agents in respect of any loss or damage whatsoever, from a third party claim, including from the Customer, in connection with:

- a) UE releasing or not releasing information in connection with this application or
- b) the accuracy or completeness of any information released in connection with this application.

## 8. Costs

UE reserves its rights to charge or otherwise recover its other reasonable costs from you, as permitted under the Act and at law, in connection with complying with a request made under this application.

UE may charge for meter data requests where one or more of the following applies:

- a) The request is for a large customer with an interval meter (more than 40MWhpa)
- b) The request is for a small customer where the request is not the first request made by the small customer within the preceding year
- c) The request relates to a period prior to the preceding two years
- d) Where NMI standing data or meter register data is requested.

Bulk meter data requests attract a once per application administration fee = \$27

Each meter requested = \$43.

Data collection services will not commence until full payment of the bulk meter data request is received.

## 9. Declaration

I declare:

- a) the information provided above is true and correct
- b) I understand that all or part of your request for metering may be refused if any of the information requested in this application is suspected to be incorrect or untrue
- c) I have read, understood and agreed to be bound by the terms and conditions of this application
- d) I acknowledge valuable consideration is being passed between the parties in the making and processing of this application
- e) in addition to the above that if I am a Third Party Requester, I:
  - have the requisite authority from the Customer to request, receive and deal with the requested information
  - I acknowledge and accept the release and indemnity set out in paragraph 8 above;
  - will only use the information provided to me for the purpose agreed between me and the Customer
  - undertake all necessary steps to protect and safeguard any information released under this application in accordance with the Customer wishes.

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**Signature of Customer / Third Party Requester:**

**Date**

The privacy of our customers is important to UE. The personal information supplied on this form will only be used in relation to processing your request, in accordance with UE's Privacy Policy, please refer to our website [www.uemg.com.au](http://www.uemg.com.au) for a copy of UE's Privacy Policy.

Return forms to:

**Mail:** United Energy  
UE Service Desk  
PO Box 449  
Mt Waverly VIC 3149

**Email:** [customerinforequest@ue.com.au](mailto:customerinforequest@ue.com.au)

If you have any queries, please contact the Customer Service Desk on 1300 131 689, Monday to Friday 8am to 6pm.

# Metering Data Agent Authorisation

[Insert customer name] \_\_\_\_\_ (**Customer**) has appointed  
 [insert third party] \_\_\_\_\_ (**Agent**) to act as its agent in  
 relation to procurement of metering data or NMI standing data.

## Third Party Contact Details

Name:	
ABN:	
Contact:	
Phone:	
Email:	

## Customer Contact Details

Name:	
ABN: (if applicable)	
Contact:	
Phone:	
Email:	

The Customer authorises the Agent to act on the Customer's behalf in:

1. Procuring from United Energy metering data including NMI standing data about the Customer; and
2. Making enquiries on behalf of Customer in relation to metering data.

The Customer:

1. Releases United Energy from any claim in connection with the Agent acting outside its authority including in releasing its metering data information to unauthorised third parties; and
2. Acknowledges that United Energy will rely on this authority in releasing the Customer's metering data to the Agent and will be entitled to do so until the Customer advises United Energy, in writing, that this agency authority has been revoked.

Where this notice of authorisation is signed for the Customer by an authorised representative of the Customer, that representative warrants that it has full capacity to sign on and behalf of the Customer.

Yours sincerely,

\_\_\_\_\_

**Customer Signature**

\_\_\_\_\_

**Date**

\_\_\_\_\_

**Customer Name (please print)**

**Please ensure the Customer Information Request Form  
is also completed and forwarded with this form.  
Data cannot be provided unless both forms are received.**

Return forms to:

**Mail:** United Energy  
UE Service Desk  
PO Box 449  
Mt Waverly VIC 3149

**Email:** [customerinforequest@ue.com.au](mailto:customerinforequest@ue.com.au)

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