

Letter of Authority

CONTACT INFORMATION

Name:	Email:	
Mobile:	Phone:	Role:

COMPANY DETAILS

Trading Name:	ABN:
Company Name:	ACN:
Electricity Retailer:	Gas Retailer:
Electricity Contract End Date:	Gas Contract End Date:

Does any site associated with this account support Life Support Equipment (LSE)? Yes | No

Additional information not captured in site details:

Accept Terms and Conditions*

I understand that by appointing Fortiserve Group Pty Ltd trading as Leading Edge Energy (Agent), I accept these Terms and Conditions and acknowledge that our information will be handled in accordance with the [Privacy Policy](#).

Authority

I authorise the Agent to contact Energy Retailers, Energy Networks, Metering Providers and Energy Services Providers (Energy Providers) for the purposes set out below.

The Agent cannot enter into contracts, accept offers, or otherwise bind us in any way without our prior written approval.

1. Data Collection

The Agent may collect and review the following information where reasonably required to provide services:

- 1.1 Electricity, natural gas, solar and demand response agreements
- 1.2 Invoices and related billing data
- 1.3 Metering and usage data
- 1.4 Direct metering agreements and data
- 1.5 Network tariff and connection information

2. Procurement of Offers

The Agent may request and receive offers from:

- 2.1 Energy retailers
- 2.2 Energy generators
- 2.3 Renewable energy providers
- 2.4 Other energy service providers

The Agent may present, compare and explain these offers but does not recommend or endorse any particular provider unless expressly stated.

3. Invoice Validation

The Agent may review invoices and assist with:

- 3.1 Identifying and resolving billing errors

Any findings or recommendations are provided for guidance only and may require confirmation with the relevant provider.

4. Network Tariff Optimisation

The Agent may analyse and assist with improving network tariffs by:

- 4.1 Reviewing current tariffs
- 4.2 Submitting tariff change requests
- 4.3 Managing demand resets

Outcomes may depend on third-party approval and regulatory requirements.

5. Data Processing and Technology Use

The Agent may use data, technology, and related systems to deliver its services.

5.1 I consent to the Agent, including its related entities, employees and service providers (including those located outside Australia), accessing and processing our energy data for the purposes outlined above.

5.2 This may involve the use of software, automation and technology (including artificial intelligence and machine learning systems) to:

- (a) Analyse usage, pricing and billing data

- (b) Prepare reports and recommendations
- (c) Identify cost-saving opportunities
- (d) Improve service delivery

5.3 Personal information will be handled in accordance with applicable privacy laws and the Agent's Privacy Policy.

5.4 The Agent may use de-identified and aggregated data for internal analysis, benchmarking and service improvement, provided no individual customer can be identified

6. Confidentiality and Privacy

The Agent will handle information in accordance with applicable privacy laws and may disclose information to Energy Providers and relevant third parties where reasonably required to deliver the services described above.

7. Information Accuracy

I understand that:

7.1 The Agent relies on information provided by us and third parties

7.2 While reasonable care is taken, the Agent does not guarantee the accuracy, completeness or timeliness of third-party data

7.3 We remain responsible for assessing the suitability of any offers or decisions before entering into an agreement

8. Limitation of Liability

To the maximum extent permitted by law:

8.1 The Agent is not liable for any indirect, incidental or consequential loss, including loss of profits, savings or business opportunity

8.2 The Agent's total liability arising from services provided under this Authority is limited to the extent permitted by law and does not include losses caused by third-party providers

9. Term

This authority applies from 24 months prior to the date of this Letter of Authority and continues for 24 months after that date, unless revoked earlier in writing.

10. Communication

The Agent may contact us from time to time with relevant energy market updates or service-related information, including after the term, unless we request otherwise.

Acknowledgement

I confirm that:

(a) I am authorised to provide this authority on behalf of the business

(b) The information provided is true and correct to the best of my knowledge

(c) I have read and understood these terms and agree to them

Signature: _____

Date: _____