

Guidelines for letters of authority

Overview

A letter of authority (LOA) is designed to create an easily understood agreement between three or more parties, enabling the customer or end user to select an authorised person to act on their behalf when dealing with Business Stream. It allows Business Stream to understand who the customer has appointed in terms of an authorised person but, moreover allows the customer the confidence that they understand what they are authorising in terms of account information, billing and personal information related to their business.


8 steps for completing a successful LOA

1. Company letter headed paper is required. If the company does not have a letter head we may carry out verification checks during the checking process.
2. Business Stream address head office; the letter can be returned via, post, email, or fax. Business Stream will carry out some internal verification of the customer account and endeavour to produce a quotation within five working days.
3. Include the customer's full registered company name, address and postcode. Please note Business Stream requires the registered office address to produce a contract if applicable.
4. Please ensure that the full authorised person, company name and the authorised contact name, address, postcode, phone number and email address is completed.
5. It is extremely important that the correct options are selected, ensuring that Business Stream offer a high level of customer service to the customer. Business Stream will only action the selected items and you may incur a delay if not completed correctly.

- *"Only the customer who is the authorised person within the company name under 'number 3' will be accepted. It is important that both the company name and person match. We are looking for someone with authorisation for example; Head of Procurement, Head of Finance, Head of Energy Services, Business Owner to be the authorised person.
- +"Please return the LOA by post or fax. Our customer service team will acknowledge receipt of the LOA and will also carry out internal verification checks that may involve contacting the customer directly ensuring that we have the correct contact name.

Please note:

If any party is unsure about completing the LOA correctly our customer service team will be more than happy to help and advise how to complete.



business stream
A SCOTTISH WATER COMPANY

2 Customer Service Team
Business Stream
7 Lochside View
Edinburgh
EH12 9DH

3

To: Customer Service Team at Business Stream

I hereby authorise (person or company), based at:

4 Company registration number (if applicable)

Authorised person or company full address Post code

Contact email

5 Contact number

5 I wish to receive information and to give instruction on my/our behalf regarding account number(s) (please list below or provide a separate sheet)

This authorisation relates to matters concerning: (please tick all that apply)

☐ Billing* ☐ Contract** ☐ Both

6 Start date End date (Maximum 3 years)

Customer authorised signature Full name (Print)

7

Authorised job title

Contact email

Contact number Date

8 Please return to: Customer Service Team, Business Stream, 7 Lochside View, Edinburgh, EH12 9DH

* Where billing matters has been selected this authorisation will remain in place until the expiry date. Financial information may continue to be provided to your third party intermediary after the authorisation has been removed from the accounts for commission purposes.

** Where water/waste water contract only has been selected, financial information may continue to be provided to your third party intermediary for commission purposes.

7 Lochside J Jk z Edinburgh EH12 9DH

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FYE JghYX bi a VYE G7b - (- & - FYE JghYX czqW UOKYgg Ubx dI JbJbU d' UW cZVi gbi/gg + deWgY J Jk; 9dJbI fI 129-% - B<

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