**Letter of Authority (LOA)**

To whom it may concern, Date:

Please accept this letter as authority for Phoenix Energy Solutions Ltd of 1 Greenwood Gardens, Shenley, Radlett, Hertfordshire, WD6 3BY (reg: 09909696) to act on our behalf regarding all issues related to Electricity, Gas & Water.

Phoenix Energy Solutions Ltd are authorised to have access to any information related to our billing and contract documentation and are authorised to serve notice to your company on our behalf, for any current or future contracts in relation to the supply of electricity, gas & water, with such notices taking effect from the termination date within your relevant terms and conditions.

I give permission for Phoenix Energy Solutions to:

* Request and receive current and historical account information including: consumption history, supply numbers, pricing details, plan and contract end dates
* Issue termination notice with regard to existing/new supply contracts on my behalf
* Obtain information from third party industry databases e.g. metering details
* Contact my current supplier to resolve any objections or rejections regarding my transfer
* Request and negotiate prices on my behalf
* Access information via ECOES relating to our electricity meters
* Request and receive ALL billing information e.g. copy bills, debt information, payment terms
* Authorise any adjustments, refunds or billing
* Nominate the data collector for any half hourly meter

We may use the services of Online Direct Ltd, 900 Pavilion Drive, Northampton, NN4 7RG (Reg: 03599738) to gather information and/or process contracts. Online Direct Ltd are not an energy broker, but process contracts on our behalf as well as obtaining information about an account.

This LOA is valid from the date of the signature for ALL sites under the company name provided and will be submitted again if any changes are made. This authority is to remain in place for a period 12 months from the date of signature below. This letter supersedes all previous letters of authority held with Phoenix Energy Solutions Ltd.

*For the avoidance of doubt this letter does not authorise Phoenix Energy Solutions Ltd to enter into new supply agreements on our behalf. All such agreements must be signed by a duly authorised representative of this company*.

Phoenix Energy Solutions Ltd undertakes that it shall use the customer data solely for the purposes of delivering the services specified in this document and may share that data with relevant third parties in order to do so. By signing this LOA you consent for your data to be processed and stored as per our privacy policy, which can be found on our website.

Signature:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Full Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Full Company Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Position:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Company Reg No:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Telephone:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Registered Address:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_