

Letter of Authority

Instruction sheet - keep this page for your reference. Do NOT return this page to the energy supplier.

IMPORTANT: Page 2 of this document is the Letter of Authority template. Print page 2 ONLY onto your company letterhead paper. Page 1 is for your records only.

What this document is

A Letter of Authority authorises Better Connected to request information about your electricity accounts from your current supplier. It is strictly limited to data collection. It does not authorise us to change your contract, your billing address, or your bank details.

How to use it

1. Load your company letterhead paper into your printer.
2. Open the print dialog. In the page range field, enter: **2**. This prints page 2 only.
3. Confirm the letterhead is loaded in the correct tray and orientation.
4. Once printed, fill in the Account Details section and sign as a Director or Company Secretary.
5. Scan the completed page and reply to the email we sent you with the scan attached.

Designed for your letterhead

Page 2 uses a deliberately wide top margin (roughly 6 cm) and wide bottom margin (roughly 4 cm) so the template does not collide with your company logo, letterhead banner, or footer. If your letterhead is unusually deep or has content that extends further down the page than typical, print a test copy first to check alignment.

No letterhead on file?

A plain Word document works as long as your full legal company name, registered business address and company registration number are clearly visible on the printed page. Reply to the email and we will send a simple editable template if it helps.

What happens after you return it

Once we receive your signed LOA we begin the data collection process with your current supplier. Typical turnaround from receipt to data in hand is three to five working days, depending on supplier response time. We update you by email at each stage.

Date: _____

To Whom It May Concern,

Please accept this letter as formal authorisation for **Better Connected**, the trading name of **Better Connections Limited** (Companies House number **07294707**, registered office 231 Elliott Street, Tyldesley, Manchester M29 8DG, ADR Broker I.D / Membership Number **C35BETT02**, website www.betterconnected.biz), to act on our behalf for the sole purpose of requesting and receiving information relating to our electricity accounts.

This authority is strictly limited to:

- Obtaining current contract end dates and termination requirements.
- Requesting historical consumption data, including Half Hourly data where applicable.
- Obtaining copies of recent invoices and credit notes.
- Confirming current VAT and Climate Change Levy (CCL) status.

Exclusions - this document does not authorise Better Connected to:

- Enter into, renew, or terminate any supply contracts.
- Change our billing address or bank details.
- Discuss any matters outside of the technical data required for an internal procurement review.

Account Details

Company Name: _____

Registered Address: _____

Site Addresses: As per attached bills

MPAN(s): To be extracted by Better Connected under this authority

This authority remains valid for 12 months from the date of signature unless revoked in writing. We trust you will provide Better Connected with the requested data promptly to assist in our internal procurement review.

Authorised Signatory

Signed: _____

Name: _____

Position: _____

Date: _____