

Authorized Person Overview

An **authorized person** is someone designated by the **Customer of Record** to act on their behalf regarding account-related matters. This designation grants limited access to account information and services.

Requirements to add an authorized person

- The Customer of Record must have their **Social Security number (SSN)** or other **Personally Identifying Information (PII)** on file.
- Each time the authorized person contacts **Greer CPW**, they must verify the Customer of Record's SSN or other PII.
- The account remains the **sole responsibility** of the Customer of Record.
- **Spouses are not automatically considered authorized persons** and must be explicitly added.
- The Customer of Record may **remove an authorized person at any time** by notifying Greer CPW.

What an authorized person can do:

- Request account balance and due date
- Confirm payment status
- Set up a due date extension
- Report service issues or outages
- Enroll in Residential Solutions

What an authorized person cannot do:

- Connect or transfer electric service
- Add another authorized person to the account
- Provide or update the Customer of Record's SSN or other PII