

Direct debit request

✓ Please tick:

- Set up a new direct debit Complete 1, 2, 3 and 5
- Change existing direct debit Complete 1, 2, 3 and 5
- Cancel direct debit Complete 1, 4 and 5

1 Customer details

Customer ID	Name on account or company/business name		
<input type="text"/>	<input type="text"/>		
Email	Phone		
<input type="text"/>	<input type="text"/>		<input type="text"/>

2 Bank account details

Financial institution	Branch location (optional)		
<input type="text"/>	<input type="text"/>		
Name on account or company/business name	BSB	Account number	
<input type="text"/>	<input type="text"/>	<input type="text"/>	

Important: Credit cards are not accepted.

3 Payment schedule

Fixed payment Amount \$
 Weekly Fortnightly Monthly

or total amount on bill*
 Direct debit to commence on (please allow five business days) / /

* **Important:** If you have already received your bill prior to setting up this direct debit, you will need to make other arrangements to pay. This direct debit will not apply until the next billing period.

4 Cancellation of direct debit

I/We hereby request to cancel my/our direct debit arrangement with Power and Water.

5 Authorisation

I/We	<input type="text"/>	<input type="text"/>
	Surname/Company/Business name	Given name(s)/ABN/ARBN

authorise and request Power and Water Corporation, ABN 15947352680, to debit: a) if the total amount due on bill option is selected, total bill amount may be debited; b) if the fixed payment option is selected you may only debit the nominated amount from the requested bank account, until such time as I/we cancel this request.

I/we have read, understood and agree to be bound by the terms of the direct debit request as specified in the Direct Debit Request Service Agreement.

Signed	<input type="text"/>	Date	<input type="text"/>
Signed	<input type="text"/>	Date	<input type="text"/>

Important: If joint account, all signatures may be required. If a company, sign in accordance with authority for nominated account.

Direct debit request service agreement terms and conditions

You have entered, or are about to enter, into an arrangement to make payments to Power and Water Corporation (Debit User ID 014449) by direct debit.

These conditions set out the terms on which we accept and act under a direct debit Request you provide authorising us to debit amounts from your nominated account through the Bulk Electronic Clearing System (BECS). These conditions are in addition to your payment obligations to us.

Please keep a copy of these conditions. They set out your rights and obligations to Power and Water Corporation during the term of your direct debit arrangement.

What you need to know about direct debit

- We will send you a confirmation letter to your postal address outlining details of your direct debit request.
- When we receive your direct debit request, we will start the deductions you requested: If you select total bill amount, we'll deduct the full amount on the due date shown on the bill. If the due date falls on a weekend or public holiday, the deduction will be made the next business day.
- You must ensure there are sufficient funds in your nominated account on the due date. If your financial institution rejects your payment, we will send a letter to your postal address advising you of our next actions. Your financial institution may charge you a fee if they reject your payment. In addition, we may also apply a dishonoured payment fee.
- We reserve the right to stop or cancel any direct debit arrangements after three rejections in a row. We will send you written notice to your postal address.
- If you wish to question or dispute a debit deduction, email us at customerservice@powerwater.com.au or call us on 1800 245 092.
- If you change your account bank details and want to keep using direct debit, please complete the online form on our website or visit a Power and Water customer service centre.
- You can cancel the direct debit arrangement by completing the online form or visiting a Power and Water customer service centre.
- If you move properties the direct debit attached to that property will need to be cancelled and a new direct debit arrangement set up at the new property. You can do this by completing the online form or visiting a Power and Water customer service centre.

What to check before you submit your request

Automatic direct debit payments may not be available from all financial institutions. If in doubt, please ask your financial institution.

Direct debiting through BECS may not be available on all accounts (eg credit cards not accepted). Check your account details against a recent statement from your financial institution to ensure your details are correct.

Privacy policy

We collect and manage the personal information you provide in accordance with the *Information Act 2015*. We will not disclose the information you give us to any other party except where permitted by law. By applying for direct debit you consent to us using your personal information to deduct payments. The bank may require such information to be provided in the event of a claim or in relation to an alleged or wrongful debit.

For more information about our privacy policy please visit powerwater.com.au/privacy

Information security disclaimer

Power and Water Corporation may store your personal information in paper and electronic formats. Power and Water takes steps to ensure the security of all information provided by maintaining in a secure environment accessed only by authorised personnel. However, any data sent over the internet or stored on internet servers cannot be guaranteed to be fully secure. These activities are undertaken at your risk.