

## Section A – Customer Details

<b>Full Name:</b>		<b>Assessment Number:</b>
<b>Postal Address:</b>		<b>Telephone:</b>
<b>Email Address:</b>		

## Section B – Financial Institution Details (e.g Bank, Credit Union, etc.)

<b>Name of Financial Institution:</b>			
<b>Address of Financial Institution:</b>			
<b>Title of Account to be Debited:</b>			
<b>BSB Number:</b>	<input type="text"/>	-	<input type="text"/>
<b>Account Number:</b>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>		

## Section C – Property Address

<b>Property Address:</b>	
--------------------------	--

## Section D – Payment Options

Please tick one of the two options to select how you would like to pay your annual supply and consumption charges;

**Use direct debit to pay account in FULL**  
Accounts will be deducted automatically on their due dates.

**Use direct debit to pay account by instalments**  
Please nominate the amount you would like deducted from your account and frequency of payment;

Weekly (Thursday)     Fortnightly (Thursday)     Monthly (15<sup>th</sup>)

Instalment amount: \$ \_\_\_\_\_ Start date: \_\_\_\_/\_\_\_\_/\_\_\_\_ Finish date: \_\_\_\_/\_\_\_\_/\_\_\_\_

## Section E – Declaration

- I/we authorise and request Aqwest (User ID 403530) until further notice in writing, to arrange for funds to be debited through the Bulk Electronic Clearing System (BECS) from my/our account at the Financial Institution identified above as instructed by me/us.
- I/we authorise and request that this direct debit arrangement remain in place until cancelled or otherwise altered in accordance with the Service Agreement.
- I/we have read the attached Service Agreement and agree to its conditions

**Customer Signature:** X \_\_\_\_\_ **Date:** \_\_\_\_/\_\_\_\_/\_\_\_\_

## Direct Debit Request Service Agreement

1. By signing the Direct Debit Request Form, you authorise us to arrange for funds to be debited from your account in accordance with the Agreement.
2. For all matters relating to the Direct Debit Request, including cancellation, alteration or suspension of drawing arrangements, ceasing or deferring a payment, or to investigate or dispute a previous payment, you should contact us in writing, allowing;
  - i. 10 business days for amendments to take effect
  - ii. 5 business days for us to respond to a dispute
3. Direct Debit is through the Bulk Electronic Clearing System (BECS) is not available on all bank accounts. Before applying, please check with your financial institution that your account can be direct debited.
4. Please check your name and number details against a recent statement, or with your financial institution prior to completing the Direct Debit Request Form.
5. You are responsible for making sure there are sufficient funds available on date payments are to be deducted.
6. If the due date for payment falls on a day other than a Banking Business Day, the payment will be processed on the next Banking Business Day. If you are uncertain when the payment will be debited from your Account, please check with your financial institution.
7. Please contact us – not your bank – with any enquiries about your arrangement (e.g. disputes, change of details, cancellation requests).
8. We may change these processes, or the terms and conditions of this service agreement, at any time. If this happens, we will advise you at least ten business days before the changes come into effect.
9. We may cancel a direct debit arrangement at any time. If this happens, we will advise you.
10. For returned unpaid transactions, the following will apply:
  - i. We treat the payment as if it was never made
  - ii. Services may be suspended until the outstanding charges are paid, and/or
  - iii. A fee may be applied for drawings that are returned unpaid. We reserve the right to cancel the Direct Debit Request at any time if drawings are returned unpaid by your financial institution.
11. All customer records and account details will be kept private and confidential to be disclosed only at your request or the request of the financial institution in connection with a claim made to correct/investigate an alleged incorrect or wrongful debit or otherwise as required by law.