

Request for Automatic Payment issued by EnergyAustralia (User ID 081287)



EnergyAustralia™

ABN 67 505 337 385

An easy and convenient way to pay your energy bill.

Please complete this form using **BLACK** ink and print within the boxes in block letters and use **CROSSES** in boxes where marked. Return to (no stamp required if posted within Australia): EnergyAustralia, Automatic Payment, Reply Paid 517, Sydney NSW 2001.

If you have any enquiries please call EnergyAustralia on **13 15 35**.

Customer's Details (for EnergyAustralia account to be paid automatically)

Name of Customer(s)

Street Address of property

Suburb

State

Postcode

Telephone (AH) - include Area Code

Telephone (BH) - include Area Code

Mobile

EnergyAustralia account number:

ABN:

Automatic Payment Details

Payment from your Bank Account (Direct Debit)

Direct Debit is not available on a full range of accounts. If in doubt please check with your financial institution.

Name of Financial Institution

Branch Name or Address (where account is held)

Name of Account Holder (exactly as on account)

BSB Number

Account Number

You request EnergyAustralia (User Id 081287) to arrange for funds to be debited through the Bulk Electronic Clearing System (BECS) from the nominated institution account to pay your EnergyAustralia Account(s). You acknowledge reading the Automatic Payment Arrangement Conditions (printed overleaf) which incorporate the Direct Debit Request Service Agreement and agree to its terms. Your first payment will occur on the "Due Date" of your energy bill. **If overdue amounts exist, these will be paid the day following our receipt of this form.**

Signature

SIGN HERE

Date

D D M M Y Y

Signature

SIGN HERE

Date

D D M M Y Y

If joint account, both signatures may be required. If a company, partnership or other organisation, an authorised signatory must sign and print their title

Title (if company, partnership organisation)

Automatic Payment Arrangement Conditions

These Automatic Payment Arrangement Conditions apply to you, and form part of your energy contract with us, if you agree to pay us by either:

- direct debit from your bank, credit union or building society account (in which case this is also the Direct Debit Request Service Agreement); or
 - automatic payment from your credit card,
- (collectively referred to herein as an “**Automatic Payment Arrangement**”).

EnergyAustralia's commitment to you

We may change the terms of the Automatic Payment Arrangement at any time but will give you at least 14 days notice before we do so.

We will keep information relating to your nominated financial institution account, or credit card account, confidential, except where permitted by law or required for conducting direct debits or processing credit card payments with your financial institution or credit card provider and for a related query, dispute or claim. We will take reasonable steps to protect personal information held by us against loss and against access, use, modification or disclosure that is unauthorised.

Each Automatic Payment will occur on the due date notified to you or if that day is a Saturday, Sunday or public holiday, the next following business day. If unsure, ask your financial institution or credit card provider for details.

Your commitment to EnergyAustralia

If you cease to be supplied energy at your premises by us, your Automatic Payment Arrangement will terminate.

It is your responsibility to:

- ensure your nominated account can accept direct debits through the Bulk Electronic Clearing System (if unsure, ask your financial institution, as direct debit arrangements are not available on some accounts) or your nominated credit card is current and valid and the credit card details and cardholder's name are accurate;
- ensure there are sufficient clear funds in your nominated account, or credit available on your nominated credit card, to meet the Automatic Payment on the due date;
- advise us if your nominated account is transferred or closed, or the account details change, and for your nominated credit card, advise us of changes to the card details you provided to us, including expiry or suspension or cancellation of your card;
- arrange a suitable alternative payment method if the Automatic Payment Arrangement ends for any reason;
- if you have chosen to pay by direct debit, ensure that all account holders on the nominated financial institution account (in the case of joint accounts), sign the Request for Automatic Payment form overleaf; and
- check your EnergyAustralia bill against items in your financial institution account statement or credit card statement;
- If:
 - there are insufficient clear funds in your nominated account;
 - insufficient credit on your nominated credit card; or
 - you gave us incorrect account details for your nominated account or credit card,

you may be charged a fee by your financial institution or credit card issuer due to the failed or incorrect payment. We also may charge you fees for this (including to reimburse our costs). You must still arrange for the payment to be made to us.

Your Rights

Subject to the terms and conditions of your EnergyAustralia account, you may alter, defer or cancel the Automatic Payment Arrangement by writing to us at Direct Debit, Reply Paid 517, Sydney NSW 2001 or contacting us on **13 15 02**.

We will need at least 7 working days notice before the due date of a payment to:

- stop or defer the Automatic Payment;
- suspend future Automatic Payments;
- alter any details on the Request for Automatic Payment form overleaf; or
- cancel the Automatic Payment Arrangement completely.

Where you consider that an Automatic Payment has been initiated incorrectly, you should contact EnergyAustralia Customer Service on 13 15 35. If you are not happy with our response you can address a formal complaint with the envelope marked 'Notice of Complaint' to EnergyAustralia, Direct Debit, Reply Paid 517, Sydney NSW 2001.

Other Information

The details of your Automatic Payment Arrangement are contained in the Request for Automatic Payment form overleaf.

We may require that your instructions to stop or in any way alter the Automatic Payment Arrangement are given to us in writing or electronic form.

We may cancel the Automatic Payment Arrangement at any time or if two consecutive Automatic Payments are dishonoured by your financial institution or credit card issuer, in which case you must arrange with us an alternative payment method.

In addition to changes we make, if you choose to pay by direct debit the Automatic Payment Arrangement is subject to change by both your financial institution and Energy Australia's financial institution.

Your Automatic Payment Arrangement is also governed by the terms and conditions of your EnergyAustralia account.