

Direct debit request

Customer's authority

I/We authorise, South East Water Corporation (User ID Number 507533) to arrange for funds to be debited from my/our account through the Bulk Electronic Clearing System at the financial institution below.

The authorisation is to remain in force in accordance with the terms described in the Service Agreement (detailed in this brochure). South East Water reserves the right to undertake a credit check on all loans of \$5000.00 or more that we make to customers.

Customer details (Please print) For multiple properties please complete additional property details below

Customer name _____ Account no. _____

Property address _____
Postcode

Contact telephone numbers: Mobile _____ Home _____ Business _____

Email _____

Multiple accounts (Please complete below) _____

Property _____ Account no. _____

Bank account (Please fill in this section if you wish to use direct debit via bank account)

Details of the account to be debited (All details must be supplied)

Name of financial institution _____

Account name e.g. Mr John Citizen (Please print) _____

BSB number Account number

Please note: Direct debit is not available on the full range of bank accounts. If in doubt contact your financial institution.

Credit Card (Please fill in this section if you wish to use direct debit via credit card)

Card number Expiry date ____ / ____ / ____

Card type Mastercard Visa Name on card _____

Payment options (Please select the option of your choice)

Important: If you wish to pay your account fortnightly or monthly please contact South East Water on 131 851 prior to completing this form for a calculation of instalment amounts and commencement date.

Please tick ONE option

Total account - debit on the due date

Fortnightly Amount \$ _____ Commencement date ____ / ____ / ____

Monthly Amount \$ _____ Commencement date ____ / ____ / ____

Signature

I hereby agree to the attached Service Agreement, which I have read and understood.

Bank account / Card holder signature _____ Date ____ / ____ / ____

Privacy Statement

South East Water is collecting the information requested on this form for the purpose of providing goods and services to you and improving those goods and services. Without all or part of this information the goods and services may not be provided to you. This information will be handled in accordance with our legal obligations. You may request access to your personal information. The information may be disclosed to third parties in relation to the provision of goods and services, including South East Water's contractors assisting in the provision of these goods and services, Melbourne Water, the Minister or the Environment Protection Authority. For a copy of South East Water's privacy charter which describes in more detail how personal information may be used, or details on how to access your personal information, please visit southeastwater.com.au/privacy.

The simple way to pay your account

We understand that sometimes it feels like there are not enough hours in the day, especially when it comes to finding time to pay bills. South East Water can save you time and effort when paying your water account.

Direct Debit is a convenient, hassle-free way to pay your water account and there are two options from which you can choose to pay.

Option 1: Direct Debit – quarterly payments

You may choose to have the total sum of your quarterly water account deducted in one payment from your nominated account held at any bank, building society or credit union when payment is due.

If funds are unavailable when your payment is due, call South East Water at least four days in advance of the due date to discuss alternative payment arrangements.

Option 2: Direct Debit – payment by instalments

If you do not wish to pay your water account in one lump payment, regular periodical payments can be automatically deducted from any bank, building society or credit union account nominated by you.

In the case of instalments, your nominated bank account will be automatically debited on a fortnightly or monthly basis as agreed by yourself and South East Water. Please contact South East Water on **131 851** to arrange a budget plan.

Important Information

South East Water is collecting the information requested on this form from you for the purpose of debiting your bank account, as requested by you to obtain payment for goods and services South East Water is providing to you.

Without this information, you cannot pay us by this method. South East Water will handle this information in accordance with its legal obligations. You may obtain access to your personal information upon request. This information may be disclosed to your nominated bank.

To view South East Water's privacy statement, which describes in more detail how personal information may be used by South East Water, or for details on how to access your personal information, please visit southeastwater.com.au/privacy or contact us on **131 694**.

How do I apply?

To apply for Direct Debit, all you need to do is complete the attached application form to authorise automatic payment from your bank, building society, credit union or credit card account.

Application forms can be mailed to:

South East Water
Direct Debit
PO Box 2268
Seaford VIC 3198
Australia

For further information about Direct Debit, please call South East Water on **131 851** or visit southeastwater.com.au



Direct Debit request service agreement

- A** This agreement sets out the responsibilities and obligations between South East Water Corporation (ABN 89 066 902 547) and its customers in regard to the use of its Direct Debit system.
- B** South East Water will send a customer's account for the provision of water and sewerage services to the customer on a quarterly basis as normal. The Direct Debit payment will be processed on the due date shown on the customer's account, or for customers who have entered into a budget plan, debits will be processed on the agreed dates. South East Water will not alter the frequency of Direct Debit payments without first consulting the customer and seeking prior approval. Any changes by South East Water will require 14 days' notice in writing.
- C** In the event that a debit drawing is disputed, the customer should contact South East Water as the first point of contact or their financial institution. South East Water will respond to the dispute within seven working days of the customer contact and will endeavour to resolve the dispute within a further seven working days. In the event that an error has been made by South East Water, a refund equal to the disputed amount will be paid in accordance with a customer's instructions.
- D** The Direct Debit system through the Electronic Clearing System (BECS) may not be available on all accounts. Customers should contact their bank if they are unsure about their account type or other information, such as account number or what a bank's "BSB" number is. It is the customer's responsibility to provide any new bank account detail.
- E** It is the customer's responsibility to ensure that sufficient clear funds are available in its nominated account at the time of payment. In the event that sufficient funds are available, a customer can, by contacting South East Water or their financial institution at least four working days from a payment date, request the cancellation or deferral of a payment. In the case of deferring a quarterly payment, a quarterly payment must be deferred for a minimum of seven working days.
- F** In the event that a payment is due on a day which is not a working day, South East Water will defer the processing of Direct Debits until the next working day. This will not impact on a customer's payment dates.
- G** In the event that a payment is returned as unpaid from a customer's financial institution, South East Water will debit that customer's water account with an amount equal to the unpaid amount. Standard dishonour fees and normal debit fees may apply, so a customer should check this with their bank. South East Water reserves the right to cancel any Direct Debit Request in the event of two or more debits being returned as unpaid. If the amounts remains unpaid, it may be listed with a credit reporting agency, which could affect your credit rating.
- H** If at any time, the Direct Debit system no longer suits a customer's needs, a customer can withdraw from the service by contacting the South East Water Customer Contact Centre on 131 851 and speaking with a Customer Service Representative. Customers may also withdraw in writing giving at least 14 days' notice. A customer may also contact their financial institution. To alter a budget plan, the withdrawal must be made at least four working days from a payment date.
- I** South East Water requests that all queries in relation to Direct Debit requests for cancellation or deferral of payments be direct to South East Water as the first point of contact or their financial institution.
- J** South East Water will ensure that a customer's personal details are kept strictly confidential and used only by South East Water's Direct Debit Officers for a customer Direct Debit payments, or in accordance with clause (K) below, or as required by law.
- K** South East Water will, on request from a customer's bank, provide information in connection with a claim made on it relating to an alleged incorrect or wrongful debt.
- L** The terms of the Customer Charter, or any other express agreement between a customer and South East Water, apply to South East Water's services provided to that customer, except to the extent that those terms are inconsistent with this agreement.