

## 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.