

## Direct Debit Request (General)

Use this form to start, amend or cancel a debit payment from your bank account to TasWater (ABN 47 162 220 653)

1. Customer Details (requesting customer)												
Account No.	2											
Last name							First name					
Email							Phone					
2. Property Details												
Unit no.							Street no.					
Street												
Suburb							Postcode					
3. Deduction Details												
3a. Direct Debit (for regular weekly, fortnightly or monthly deductions)												
Payment Frequency	<input type="checkbox"/>	Monthly:	on the		date of each month	<i>e.g. 23rd</i>						
	<input type="checkbox"/>	Fortnightly:	on the		day of each fortnight	<i>e.g. Friday</i>						
	<input type="checkbox"/>	Weekly:	on the		day of each week	<i>e.g. Friday</i>						
Payment Amount	<input type="checkbox"/>	Nominated amount*			\$	* if the nominated amount is not sufficient to cover quarterly charges, TasWater may be in contact to advise a minimum payment amount.						
Start Date:			/			/						
3b. Direct Debit Balance (for payment of balance in full on due date)												
Payment Frequency	<input type="checkbox"/>	Account balance on due date										
4. Payment Details – complete either section 4a or 4b												
4a. Financial Institution Details												
Account Name							Bank / Institution					
BSB				-			Account number					
4b. Credit Card Details												
To set up a Direct Debit by Credit Card, please contact our Customer Service Centre on 13 6992												

**5. TasWater Account Holder Authorisation**

I/We:

- Have read, understood and agree to be bound by the terms and conditions set out in this Request and in the Direct Debit Request Service Agreement
- Request and authorise TasWater to arrange for funds to be debited from my/our nominated account
- Authorise TasWater to verify my/our account details with my/our financial institution
- Authorise my/our financial institution to release information allowing TasWater to verify my/our account details
- Warrant that I am/we are the authorised signatory/signatories on the nominated account

Name		Name	
Signature		Signature	
Date		Date	

**Please Return Form to TasWater**

Mail GPO Box 1393 Hobart TAS 7001      Email [enquiries@taswater.com.au](mailto:enquiries@taswater.com.au)

## DIRECT DEBIT REQUEST SERVICE AGREEMENT

The customer agrees to the DIRECT DEBIT REQUEST SERVICE AGREEMENT with TASMANIAN WATER & SEWERAGE CORPORATION PTY LTD (ABN:47162220653) (TASWATER)

### 1. The Agreement

By completing and submitting the Direct Debit Request, you agree to allow TasWater to deduct funds directly from your bank or financial institution account as detailed in that document. This agreement forms part of the terms and conditions of your Direct Debit Request and should be kept for future reference.

#### Definitions used in this agreement:

**“account”** means the account or card held at your financial institution from which we are authorised to arrange for funds to be debited.

**“agreement”** means this Direct Debit Request Service Agreement made between you and us.

**“debit amount”** means the amount you authorise to be debited from your account.

**“debit payment”** means a particular transaction where a debit (of the debit amount) is made from you to us.

**“us”** or **“we”** means Tasmanian Water & Sewerage.

Corporation Pty Ltd (ABN 47162 220 653) (**TasWater**), (the Debit User) you have authorised by requesting a Direct Debit Request.

**“you”** means the customer who has authorised the Direct Debit Request.

**“your financial institution”** means the financial institution at which you hold

the account you have authorised TasWater to debit.

**“Direct Debit Request”** means the written, verbal or online request between TasWater and you to debit funds from your account.

### 2. Debiting your account or credit card

TasWater will only arrange for funds to be debited from your account for the provision of water and/or sewerage services from TasWater as authorised in the Direct Debit Request.

TasWater does not charge any extra fee for payment by direct debit however a debit payment is a transaction on your bank account so your financial institution may impose an account fee if you exceed your account transaction limit.

### 3. Processing date

Where you choose direct debit (quarterly) payments, TasWater will lodge the authorisation with its financial institution on the quarterly account due date. This quarterly account shall be issued to you 30 days prior to it being due. Where you choose weekly, fortnightly or monthly deductions, TasWater will lodge the authorisation with its financial institution 14 days after the date of processing unless you have specified a payment day/date. Confirmation of the payment amount and payment schedule shall be provided to you at least 7 days prior to the payment being processed. You may request the method of notification of either email or mail. You must check

your account statement to ensure the debit amount is correct. For returned unpaid transactions, the following procedures will apply:

- On the first occasion – a letter will be sent to the customer advising of the failed debit payment.
- On the second occasion – the debit payment will be cancelled and you will be notified. Interest will accrue on any overdue amount until paid in full or another suitable arrangement is put in place. You must contact TasWater on 13 6992 as soon as practical to reinstate a suitable arrangement if a balance remains. If the due date for the debit payment falls on a non-working day or public holiday, the debit payment will be processed on the next working day. If you are unsure when the drawing will occur, you should contact your financial institution.

#### 4. Direct Debit

Direct Debit arrangements (as authorised by the Direct Debit Request) operate for 12-month periods. During the final quarter of each 12-month period, TasWater may review your Direct Debit arrangement. TasWater may, at its discretion, elect not to continue your Direct Debit arrangement. If TasWater determines it will continue your Direct Debit arrangement, it will calculate your new payment amounts after determining the estimated charges for the next 12 months and either adding any amounts owing by you to TasWater or deducting any credit amounts owing to you by TasWater. TasWater will then send you a letter indicating the new debit payment arrangement details and debit amount. If the new debit amount is

not suitable for you, you must contact TasWater before the payment is due to discuss your options. If contact is not made before the due date, the new amount will be deemed as accepted and the debit payment will continue as outlined in the letter.

#### 5. Your responsibilities

It is your responsibility to ensure that the account details of the bank or financial institution from which debit payments are to be made are correct by checking account details against a recent statement issued by your bank or financial institution. If unsure, you should check with your financial institution before completing the Direct Debit Request. You must ensure that the account allows direct debiting through Bulk Electronic Clearing System (BECS), and that sufficient funds are available in your account. If there are insufficient funds in your account, you must arrange for the debit payment to be made by another method. If there are insufficient funds to meet a debit payment, you may be charged a fee and/or interest by your bank or financial institution. In addition, if payment of your account is dishonoured or declined, we may recover from you an amount charged by our bank or financial institution. If your bank or financial institution details change you must complete a new Direct Debit Request. The new request must be received by TasWater 14 days prior to the next scheduled payment date to ensure that it is processed in time. Provided that all other details remain the same, cancellation of the previous Direct Debit Request is automatic.

## 6. How to cancel or change your debit payment

You may cancel, change, suspend or defer your Direct Debit Request at any time by contacting TasWater via one of the methods set out in clause 8. You must contact us at least 2 working days prior to the next scheduled payment date. You can also contact your own financial institution for assistance with cancelling or changing direct debit payments. If you have sold your property, it is your responsibility to cancel the Direct Debit Request with us (given there is often a time delay before TasWater receives notification of a change of ownership). If you do not cancel the Direct Debit Request with us upon sale of your property, debit payments will continue to be processed until notification of a change of ownership is received by TasWater.

## 7. Amendment by Us

TasWater may vary any details of this agreement or a Direct Debit Request at any time by giving you at least 14 days' written notice sent to the email/address provided in the Direct Debit Request.

## 8. Contact details

For all matters relating to your Direct Debit Request, you can:

- Call 13 6992, or
- Write to TasWater, GPO Box 1393, Hobart Tasmania 7001 or
- email [enquiries@taswater.com.au](mailto:enquiries@taswater.com.au)
- Customers may request the method of notification e.g. email or mail.

## 9. Your rights

If you believe that there has been an error in debiting your account, you should notify TasWater directly by calling 13 6992 or emailing [enquiries@taswater.com.au](mailto:enquiries@taswater.com.au). We will respond in accordance with our Complaints, Enquiries and Disputes Management Policy (available at [www.taswater.com.au](http://www.taswater.com.au)). In the event of an incorrect debit payment or debit amount, TasWater will inform you and make arrangements to adjust your account. Alternatively, you can contact your financial institution for assistance.

## 10. Privacy

In accordance with the Personal Information Protection Act 2004 (Tas) and the Privacy Act 1988 (Cth) we may collect, hold and use your personal information in order to enable us to provide you with our services.

Our Information Disclosure Statement as required by law or for purposes of a Direct Debit query or claim can be found in our Privacy and Credit Reporting Policy.

To understand more about our obligations and your rights, please refer to our Information Protection Statement and our Privacy and Credit Reporting Policy on our website at [www.taswater.com.au/About-Us/Governanceand-Policies](http://www.taswater.com.au/About-Us/Governanceand-Policies), email us at [enquiries@taswater.com.au](mailto:enquiries@taswater.com.au) or write to our Privacy Officer, c/- TasWater, GPO Box 1393, Hobart TAS 7001.