

Direct Debit/ SmoothPay Request Form

Use this form to start, amend or cancel a direct debit from your bank account

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. Smoothpay

Payment Frequency	<input type="checkbox"/>	Monthly:	on the		date of each month	<i>eg. 23rd</i>
	<input type="checkbox"/>	Fortnightly:	on the		day of each fortnight	<i>eg. Friday</i>
	<input type="checkbox"/>	Weekly:	on the		day of each week	<i>eg. 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

Payment Frequency	<input type="checkbox"/>	Account balance on due date
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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 / Smoothpay by Credit Card, please contact our Customer Service Centre on 13 6992 or you may wish to visit one of our shop fronts – locations can be found on our website at www.taswater.com.au

5. TasWater Account Holder Authorisation

I/We:

- Have read, understood and agree to be bound by the terms of 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 the Debit user to verify my/our account details
- Warrant that I am/we are the authorised signatory/signatories on the nominated account

This authorisation is to remain in force in accordance with the terms contained in the Direct Debit Request Service Agreement

Name				Name			
Signature				Signature			
Date				Date			

Please Return Form to TasWater

Mail GPO Box 1393 Hobart TAS 7001 Phone 13 6992

Direct Debit Request Service Agreement

1. The Agreement

By signing the Direct Debit Request Form (DDR) you have entered into an agreement to make payments to TasWater by Direct Debit. This agreement sets out the terms on which we accept and act under the DDR you provide, authorising us to debit amounts from your nominated account or credit card. These conditions are in addition to your payment obligations to us as set out in your Customer Contract.

Please keep a copy of this agreement as it sets out your rights and obligations to TasWater during the term of the agreement.

2. Debiting your account or credit card

We will send you a written record confirming details of your DDR. When we receive your DDR, we will start the deductions you requested. TasWater will annually estimate a suitable debit amount to satisfy your existing and future obligations, unless you have specified a particular debit amount, in which case this amount shall be periodically debited from your nominated account until otherwise advised. For returned unpaid transactions, the following procedures will apply:

- On the first occasion - A letter will be sent to the Customer advising of failed Direct Debit
- On the second occasion – A final notice will be sent
- On the third occasion – The direct debit will be cancelled and legal action taken for any overdue amount. This may also include the application of late fees and/or penalty interest.

3. Processing date

For quarterly direct debit deductions:

TasWater will lodge the authorisation with its financial institution on the quarterly account due date. The TasWater quarterly account will be issued to you 30 days prior to it being due.

For weekly, fortnightly or monthly direct debit deductions:

TasWater will lodge the authorisation with its financial institution 14 days after the date of processing unless you have specified a particular payment day/date. Confirmation of the payment amount and payment schedule will be provided to you at least 7 days prior to the payment being processed. If the due date for payment falls on a non-working day or public holiday, the payment will be processed on the next working day after.

If your financial institution rejects your payment, TasWater will send a letter to your postal address advising you of our next actions. Your financial institution may charge you a fee if they reject your payment or if you exceed your account transaction limit. In addition, TasWater may also apply a late fee and/or penalty interest.

4. Your responsibilities

You should ensure that the details on the DDR are correct.

It is your responsibility to ensure there are sufficient funds in your nominated account or credit card on the due date.

You should check your account details against your statement from your Financial Institution to verify the amount has been debited.

5. Deferral or variation

You may defer, or vary your Direct Debit arrangement at any time. Where there are changes to your Financial Institution

details a new direct debit request must be completed. The new completed direct debit request must be received by TasWater 14 working days before the next scheduled payment date to ensure that it is processed in time. Provided that the new details relate to the same TasWater account, cancellation of the previous direct debit arrangement is automatic.

6. Cancellation

A direct debit arrangement may be stopped or cancelled at any time by phoning TasWater on **13 6992** at least 2 working days prior to the next scheduled payment date.

It is your responsibility to cancel a direct debit arrangement on sale of property (given there is often a time delay before TasWater receives notification of a change of ownership).

Otherwise direct debit payments shall continue to be processed until any outstanding charges are paid.

You can also cancel a Direct Debit arrangement by contacting your financial institution directly. However, please let us know so we do not try to make a deduction.

TasWater reserves the right to vary, stop or cancel any payment arrangements with at least 14 days written notice.

7. Your rights

If you believe that there has been an error in direct debiting your account, you should call TasWater on 13 6992 and provide written confirmation as soon as possible.

There are strict guidelines to protect a direct debit customer who considers that their nominated account has been incorrectly debited. Dispute procedures are as follows:

- In the first instance you must attempt to resolve the matter with TasWater, in accordance with our Customer Charter
- If you are not satisfied with the outcome, you may then approach your financial institution
- If the matter is still unable to be resolved, your financial institution may refer the matter to the Australian Payments Clearing Association Management Committee for resolution.

8. Privacy

TasWater is bound by the *Personal Information Protection Act 2004* (Tas) and the *Privacy Act 1988* (Cth). We may collect personal information from you in order to enable us to provide water, sewerage and ancillary services to you. If we don't collect that information we may not be able to provide a service to you, or process any application or complaint you make to us. We will only use your personal information in connection with our dealings with you - for example in relation to account billing and concessions, development applications and complaints. We will not use your personal information except for the purpose for which it was collected, nor will we disclose it to any other person except as permitted or required by law. This may include disclosure to contractors and agents we engage to perform or assist in a relevant function or activity, or, where necessary, to other public sector bodies for the efficient storage and use of the information. At all times your personal information will be managed in accordance with the Personal Information Protection Act and the Privacy Act. To understand more about our obligations, and your rights, including your right to request access to personal information we hold about you, please see the information on our website, email our Privacy Officer at enquiries@taswater.com.au or request in writing to the Privacy Officer, TasWater GPO Box 1393 Hobart TAS 7001.