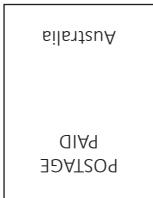


Queensland Urban Utilities
Reply Paid 84799
BRISBANE QLD 4001



Direct Debit Terms and Conditions

Our commitment to you

1. We will make withdrawals in accordance with the Direct Debit Request (**DDR**) and these terms and conditions.
2. We accept third party or joint financial institution accounts provided appropriate signatories have signed the DDR.
3. Direct debiting through the Bulk Electronic Clearing System (**BECS**) is not available on all accounts. Please check with your financial institution before completing the DDR.
4. We do not accept Credit Cards for direct debiting.
5. Direct Debit is only available for one payment per billing period, not for multiple payments per billing period.
6. The Direct Debit withdrawal will occur on the due date shown on the Water and Sewerage Account (**water bill**), and for the full amount shown on the water bill. Overdue amounts will be given a new due date and we will advise you of the new due date.
7. If a water bill payment due date falls on a non-business day, the withdrawal from your nominated financial institution account (**nominated account**) will occur on the next business day.
8. The DDR must be received prior to the due date of your water bill to ensure your nominated account is automatically debited on the due date.
9. We collect, store, disclose and deal with your personal information in accordance with the *Information Privacy Act 2009 (Qld)* and our Privacy Policy urbanutilities.com.au/about-us/corporate-information/our-policies. We may need to disclose information for purposes relating to your Direct Debit arrangement (ie. responding to a query or dispute).

Your commitment to us

10. By registering for Direct Debit, you are authorising us to withdraw funds from your nominated account to meet the full amount owing on the due date.
11. It is your responsibility to ensure that Direct Debit is available from your nominated financial institution and that you have sufficient funds in the nominated account on the payment due date.

12. If there are insufficient funds in your nominated account or Direct Debit is unavailable, your financial institution may charge you a fee. If this occurs, your Direct Debit arrangement will be cancelled and you may incur an administration fee. We will notify you of the cancellation of your Direct Debit arrangement and the requirement to make payment by an alternative payment method. It is your responsibility to cancel a DDR on sale of a property.

Your rights

13. You may cancel, defer or stop a Direct Debit arrangement at any time by calling us on 13 26 57. If notice is not provided by the due date of your water bill, the requested action will take effect from the next water billing you wish to change the details of your DDR, a new DDR must be completed. If the new DDR is not provided by the due date of your water bill, the changes will take effect from the next water bill.
14. If you wish to dispute a Direct Debit withdrawal or Direct Debit arrangement, please call us on 13 26 57. If we cannot resolve the matter to your satisfaction, you may also raise your dispute with your financial institution. If the matter is still unable to be resolved, your financial institution will refer it to the Australian Payments Clearing Association Management Committee for resolution.

Our rights

15. We reserve the right to terminate the Direct Debit service should the Direct Debit be rejected by your financial institution, there are consistently insufficient funds in the nominated financial institution account, or we determine that you have breached any other of the Direct Debit Terms and Conditions.
16. You will be given at least 14 days written notice of any changes to the Direct Debit arrangements.
17. We reserve the right to reject your DDR if it is incomplete, incorrect, misleading or deceptive.
18. We do not accept any liability for loss or damage you may suffer from incorrect, incomplete or fraudulent information being provided to us, delay by us or your financial institution or for any other event.

DIRECT DEBIT REQUEST

For Water and Sewerage Accounts



Your details (Please print in block letters)

Name/s of registered property owner/s or authorised representative/s

Tick appropriate box New request Replace existing request

Registered owner/s

Contact telephone number

Mobile number

Email address

Water and Sewerage Account/s to which Direct Debit request is to apply

Property 1

Customer account number

(This number can be found on the top right side of your Water and Sewerage Account e.g. 10 1234 5678 0000 5)

Property address

Property 2

Customer account number

Property address

If you require extra forms for additional properties please contact us on 13 26 57 (7am-7pm weekdays).

Bank/financial institution account details

Bank/financial institution name and branch

Branch address

Bank/State/Branch (BSB) number

Account number

(must contain no more than nine digits)

(please note credit card accounts are not accepted)

Account holder/s name(s) (e.g. SM & SB Smith)

I/we:

1. have read, understood and agree to be bound by the Direct Debit Terms and Conditions (see over)
2. authorise the Central SEQ Distributor Retailer Authority trading as Queensland Urban Utilities to arrange for funds to be debited from the above nominated account through the Bulk Electronic Clearing System for payment of Queensland Urban Utilities. Debiting will occur on the nominated due date as stated on the 'Current Charges Due Date' of the Water and Sewerage Account/s and will be for the full amount due
3. request and authorise the financial institution to release information and allow Queensland Urban Utilities to verify the account details as stated on this form; and
4. declare that I/we am/are the authorised signatory/signatories to the nominated financial account (if not, please attach a certified copy of the relevant power of attorney and/or associated documentation).

This authorisation is to remain in force in accordance with the terms described in the Queensland Urban Utilities Direct Debit Terms and Conditions.

Authorisation (Please ensure that all signatures required on the bank/financial institution account are included)

Signature

Date

Signature

Date

OFFICE USE ONLY

Customer number

Date received

Date processed



To report a fault or emergency
Contact us 24/7 on 13 23 64



For more information visit
www.urbanutilities.com.au



General enquiries
From 7am-7pm weekdays 13 26 57