

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

Name

Contact telephone number

Mobile number

Email address

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

Property 1

Tick appropriate box New request Replace existing request

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

Registered owner/s

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

General Enquiries 13 26 57 | Faults and Emergencies 13 23 64 | www.urbanutilities.com.au

Direct Debit. An easy and convenient way to pay.

Direct Debit is a convenient way of paying regular bills. It is all taken care of automatically – you do not have to worry about sending cheques, visiting the Post Office or remembering when payments are due.

Arranging Direct Debit

Simply complete the application form and send it to: Queensland Urban Utilities, Receiving, Reply Paid 896, ARCHERFIELD BC QLD 4108

Direct Debit Terms and Conditions

Our commitment to you

- i) When you register for Direct Debit, you are authorising Central SEQ Distributor-Retailer Authority trading as Queensland Urban Utilities to withdraw funds from your nominated financial institution account. These withdrawals will occur in line with the terms of your Direct Debit Request ("DDR"). If a new DDR is received by us after your Water and Sewerage Account ("water bill") has been issued, the initial Direct Debit will be processed on the first payment due date occurring after we have recorded the new DDR. The DDR must be received at least five working days prior to the due date of your water bill to ensure the financial institution account is automatically debited.
- ii) You will be advised 14 days in advance of any changes to the Direct Debit arrangements.
- iii) Direct Debit is available on the due date for a single payment per billing period only, not multiple payments per period.
- iv) Queensland Urban Utilities is responsible for the physical storage of your Direct Debit Request and will manage the personal information collected in accordance with the Information Privacy Act and Privacy Principles.

Your rights

- i) A DDR may be cancelled or deferred by phoning us on 13 26 57 at least five working days prior to the due date of your water bill.
- ii) If you wish to change the details of your DDR, a new DDR must be completed and must be received by us at least five working days before the due date of your water bill.
- iii) Should it be necessary to amend your water bill, the original water bill will be cancelled and a new water bill will be issued with a new due date. A request to amend the amount of your water bill is required at least ten working days prior to the due date to enable us to stop the Direct Debit and can be made by written application or by phoning us on 13 26 57. If a late request is received and we are unable to stop the Direct Debit, the payment will be processed against the revised water bill. If the payment then results in a credit balance, a refund can be requested otherwise the credit will be allocated to your subsequent water bills. If the payment results in a residual balance outstanding, this amount will be debited from your nominated financial institution account on the revised due date.
- iv) There are strict guidelines to protect a Direct Debit customer who considers that his/her nominated financial institution account has been wrongfully direct debited or direct debited for an incorrect amount.

Procedures are as follows:

- in the first instance you must attempt to resolve the matter with Queensland Urban Utilities;
- if you are not satisfied with the outcome, you must then approach 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.

Your commitment to us

- i) Third party or joint financial institution accounts are acceptable, provided appropriate signatories have signed this DDR form. Direct debiting through the Bulk Electronic Clearing System (BECS) is not available on all accounts. We do not accept Credit Cards for direct debiting.
- ii) If you currently have an overdue water bill, you will need to pay all outstanding charges prior to registering for Direct Debit.
- iii) 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. If there are insufficient funds or Direct Debit is unavailable, your financial institution may charge you a fee. If this occurs, we will contact you to arrange an alternative payment method and may pass on any additional interest or processing costs. We will notify you of the cancellation of your Direct Debit service should the Direct Debit be rejected by your financial institution.
- iv) If a water bill payment due date falls on a weekend or public holiday, the withdrawal from your nominated financial institution account will occur on the next business day.

Our rights

- i) We reserve the right to terminate the Direct Debit service should the Direct Debit be rejected by your financial institution, there be 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.
- ii) If your DDR is incomplete, incorrect, misleading or deceptive, the DDR will not be accepted by Queensland Urban Utilities.