Direct Debit Request

COMPLETE AND RETURN THIS REQUEST TO CENTRAL HIGHLANDS WATER

CENTRAL HIGHLANDS WATER ACCOUNT NUMBER

CENTRAL HIGHLANDS WATER

PERSONAL DETAILS

Please return completed form to: Central Highlands Water, PO Box 152 Ballarat, VIC 3353
If you require help completing this form please call Central Highlands Water: 1800 061 514

Property Address

Name

Postal Address **Postcode**

Daytime Telephone

Mobile

Email Address

BANK ACCOUNT DETAILS

(**Note:** we are unable to Direct Debit from a Credit / Debit Card)

Name of Bank

Name on Bank Account e.g. A & B Smith

BSB Number **Account Number**

I/we request you, until further notice in writing, to debit my/our account as described in the schedule below, any amounts which Central Highlands Water (The User) (User ID 003131) may debit or charge me/us through the Direct Debit System and as prescribed through the Bulk Electronic Clearing System (BECS).

PAYMENT OPTIONS

Please tick preferred option

☐ **Full Payment:** Please deduct full amount owing on account on due date

☐ **Periodic Payment***
Please Deduct $
per week / fortnight / month
*Interest will apply on all accounts with an amount still outstanding. See Note 5.

Commencing Date

Signature/s
per Bank Authority

Date

Date

If using a joint account, all signatures may be required

Direct Debit Request Service Agreement

KEEP THIS AGREEMENT FOR FUTURE REFERENCE

CENTRAL HIGHLANDS WATER

1. This Service Agreement between you and Central Highlands Water establishes the terms and conditions of your Direct Debit Service Agreement. This agreement replaces all previous agreements. The Direct Debit service is offered free of charge by Central Highlands Water.
2. Direct Debit may not be available on all financial institution accounts. Please ensure that your Financial Institution can support Direct Debit on your nominated account.
3. Should your Financial Institution, Branch or Account Number change, please contact Central Highlands Water to update these details at least five business days prior to the scheduled date of the deduction. Failure to do so may result in payment dishonour and dishonour fees will apply.
4. **Full Payment Option:** You will continue to receive the normal billing advice from Central Highlands Water indicating on which date the Direct Debit will occur. Central Highlands Water will debit the customer's nominated Financial Institution account with the full amount owing on the account. This will occur on the due date for payment shown on the account.
5. **Periodic Payment Option:** You will continue to receive your account from Central Highlands Water every 4 months. The total payments made since your previous account and balance will show on the invoice. It is recommended that you review your deduction amount each time you receive your invoice to ensure it is sufficient to cover the fees and charges. If you are unable to pay the balance of the account by the 'due date' on the invoice, then interest will apply on accounts with overdue balances. Reminder and Final Notices may also be issued however, while Direct Debit payments (as agreed with the Credit Management team) are being received, no restriction of water supply or legal action will proceed.
6. It is your responsibility to ensure that you have sufficient funds in your account to honour the Direct Debit. If there are insufficient funds in your account the standard Central Highlands Water dishonour fee inclusive of GST will apply. Your Financial Institution may also impose a charge. Any fees charged to the customer by their Financial Institution in relation to returned or dishonoured payments will be the customer's responsibility.
7. Should more than one debit item be returned unpaid Central Highlands may cancel the Direct Debit facility for future accounts, and may charge an administration fee for processing unpaid debt items.
8. If the due date of the Direct Debit falls either on a Public Holiday or non-business day then the Direct Debit will take place on the next business day. If you are uncertain as to when the debit will be processed to your account, you should contact your Financial Institution.
9. Should you wish to dispute any debit item, you should contact Central Highlands Water account enquiry service on telephone 1800 061 514 with details of the dispute.
10. To vary any specific Direct Debit payment (eg stop a payment, request deferral of a payment, or cancel the Direct Debit agreement), please contact Central Highlands Water at least five business days prior to the scheduled date of the deduction.
11. Central Highlands Water may vary the terms of this agreement at any time, providing the customer ten business days notice of the changes.
12. Central Highlands Water may cancel this Direct Debit arrangement at any time. This may occur in the instance of dishonoured payment, repeat suspensions, or if Central Highlands Water determines with reasonable suspicion that is has been provided with fraudulent information. In such an event you will receive notification from Central Highlands Water in writing and an alternate method of payment must then be arranged.
13. All correspondence relating to this Direct Debit agreement will be forwarded to the address of the Central Highlands Water account holder. Central Highlands Water is committed to the protection of your personal information.
14. The information on this form will be used to debit funds from your nominated bank account as requested. This information will be used for this purpose, as authorised by you or as required by law. Central Highlands Water will disclose this information to our bank for this purpose. Without this information Central Highlands Water would be unable to debit your nominated bank account as requested. If you wish to access or correct information about you held by Central Highlands Water please contact us at the address listed on this form.
15. **For any questions, requests for variation, or complaints regarding Direct Debit please contact Central Highlands Water account enquiries telephone 1800 061 514.**