

Direct Debit Request Form

If you are a residential customer you can manage your account, including direct debit arrangement, online with mySAWater.

If you are not a residential customer or you do not wish to register for mySAWater you can setup a direct debit arrangement by completing this form and emailing it to directdebit@sawater.com.au

Customer details

I/We

authorise and request SA Water Corporation (User ID 67201) to arrange for funds to be debited from my/our account at the financial institution identified below through the Bulk Electronic Clearing System (BECS).

This Direct Debit Request is to remain in force in accordance with the terms described in the Direct Debit Service Agreement. The Agreement can be found on page four of this document.

SA Water Account Number:

Print page 3 of this form if you have more than one account number.

Property address:

Property owner name: Mobile:

Postal address: Home no:

Email address:

Financial institution account details

Direct debiting is not available for the full range of accounts. If in doubt, please refer to your bank or financial institution. *(All details must be provided.)*

Name of financial institution:

Name(s) of bank account holder:

Branch (where account is held):

BSB number: Bank account number:

For your security, please do not include credit card details on this form.

Important information: Direct debit is a method of payment only and not acceptance by SA Water to extend the due date of existing or future bills.

If selecting Option 2 below, please ensure all amounts are paid in full by the due date of your last bill or account notice. If you require additional time to pay please contact our Customer Care Centre on 1300 SA WATER (1300 729 2837).

Payment details

I/We request that you debit my/our account/s (see Page 3 if more than one account) in accordance with the terms described in the Direct Debit Service Agreement.

(Applications take up to 10 business days to be processed. Written confirmation will be mailed once completed.)

Please tick Option 1 or Option 2

Option 1

Automatic payment

This option will automatically debit the quarterly amount on your account, on the due date

Option 2

Periodic payments

Please nominate frequency of payment

Amount to be debited:

\$

Fortnightly Weekly Four weekly Monthly

First payment date Final payment date or **Ongoing**
(if applicable)

Declaration

I/We authorise the following in accordance with the terms described in the Direct Debit Service Agreement on page 4 of this document and subject to the following conditions.

1. The debit user to verify the details of the above mentioned account with my/our financial institution.
2. The financial institution to release information enabling the debit user to verify the above mentioned account details.

.....
Bank Account Holder Signature
(Digital signatures will not be accepted)

Print Name

Date

.....
Bank Account Holder Signature
(Digital signatures will not be accepted)

Print Name

Date

The information you provide may be used by SA Water in accordance with our Privacy Policy for the provision of our services relating to water and wastewater. For further information please visit www.sawater.com.au. If you wish to update or access your information, please contact us.

Please keep a copy of this Direct Debit Request for future reference.

Direct debit request for additional properties

This page only needs to be completed if you have more than one account number you would like included in the direct debit arrangement.

Please make additional copies of this page if required.

SA Water Account Number:

Print page 3 of this form if you have more than one account number.

Property address:

I/We request that you debit my/our account/s in accordance with the terms described in the Direct Debit Service Agreement.

(Applications take up to 10 business days to be processed. Written confirmation will be mailed once completed.)

Please tick Option 1 or Option 2

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I/We request that you debit my/our account/s in accordance with the terms described in the Direct Debit Service Agreement.

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Terms and Conditions - Direct Debit Request Service Agreement

This is your Direct Debit Request Service Agreement with South Australian Water Corporation (SA Water) (ABN 69 336 525 019). It explains what your obligations are when undertaking a Direct Debit arrangement with SA Water. It also details what SA Water's obligations are to you as your Direct Debit provider.

Please keep this agreement for future reference. It forms part of the terms and conditions of your Direct Debit Request (DDR) and should be read in conjunction with your DDR authorisation.

1. Debiting your Account

By submitting a Direct Debit Request (DDR) you have authorised SA Water (User ID 67201) to arrange for funds to be debited from your nominated account through the Bulk Electronic Clearing System (BECS). SA Water will debit your account in accordance with the conditions below.

SA Water will only arrange for funds to be debited from your account as authorised in the DDR.

If the debit day falls on a day that is not a business day, SA Water may direct your financial institution to debit your account on the following business day.

If your current bill is due within 5 business days of you setting up the direct debit arrangement, please contact us prior to making additional payments via other payment methods.

Direct debit is a method of payment and not an acceptance of a payment arrangement to clear arrears unless it has been approved by SA Water.

2. Changes Made by SA Water

SA Water may vary the terms of this agreement at any time by giving you at least fourteen (14) days written notice.

We may terminate this DDR at any time, including if one or more of your payments are dishonoured or rejected by your nominated financial institution.

If we terminate this DDR where your payments are dishonoured or rejected, we will notify you in writing.

3. Customer Changes

You can change or cancel your DDR arrangement at least five business days before the next debit date by:

- Contacting SA Water directly on 1300 SA WATER (1300 729 283) or email directdebit@sawater.com.au; or
- Log in to mySAWater to manage your DDR personally (<https://myaccount.sawater.com.au>).

4. Your Obligations

It is your responsibility to ensure that there are sufficient clear funds available in your account by the due date to allow a direct debit payment to be made in accordance with the DDR.

If there are insufficient clear funds in your account or the payment method is no longer valid to meet a payment:

- You may be charged a fee and/or interest by your financial institution;
- You will be charged a dishonour fee by SA Water;
- Your DDR agreement may be terminated; and
- You must arrange for the payment to be made by another method.

You should check your account statement to verify the amount has been debited.

It is your responsibility to let us know if your financial institution branch number (BSB), account number, credit card or debit card details including account number, type or expiry date change at least five business days before the direct debit deduction date.

5. Disputes

If you believe there has been an error in debiting your account you should contact SA Water on 1300 SA WATER (1300 729 283) or confirm this in writing with us as soon as possible or email: directdebit@sawater.com.au. Alternatively you can contact your financial institution.

6. Accounts

You should check:

- With your financial institution to find out whether direct debiting through the bulk electronic clearing system (BECS) is available for your account, as direct debiting is not available on all accounts offered by financial institutions;
- Your account details against a recent account statement to ensure they are correct;
- With your financial institution, if you are unsure how to complete the account details on the DDR.
- The details provided in the direct debit confirmation letter/ email are correct.

7. Confidentiality

Your records and account details will be kept private and confidential. Those details will only be disclosed if you or your financial institution requests them in connection with your direct debit payment arrangement or they are required to be disclosed by law.

8. Privacy

The information requested on this form is for the purpose of providing you with direct debit payment facilities. Your personal information will only be used or disclosed for purposes relating to your direct debit payment facility in accordance with SA Water's Privacy Policy and the State Government Information Privacy Principles. If you wish to update or access the information that SA Water holds about you, please contact SA Water.

9. Authorisation

By completing this Direct Debit Request and submitting it to SA Water you:

1. Acknowledge that you have read and accept all terms and conditions provided as part of the request;
2. Confirm that you are the person named in the application form as the applicant;
3. Confirm that you are an authorised individual that has signing authority to transact on the account nominated, and;
4. Confirm that all details as completed by you in the request are true and correct.