



DIRECT DEBIT REQUEST SERVICE AGREEMENT

OUR COMMITMENT TO YOU

In respect of the Direct Debit Request (DDR) made between the Water Corporation and you, the customer, this service agreement outlines;

- ♦ our service to you,
 - ♦ your rights as the customer, and
 - ♦ our commitment to providing the best most secure and customer friendly service possible.
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1. All customer and financial institution information held by the Water Corporation will be kept confidential except where disclosure is necessary to process payments, investigate and resolve disputes or is otherwise required by law.
 2. Direct Debit is not available on the full range of financial institution accounts. You will need to confirm with your financial institution that your type of account can be direct debited.
 3. All information completed on the DDR must be true and correct. You can confirm your financial institution account details with your financial institution.
 4. For Automatic Direct Debits, advice of direct debit withdrawals will be sent on issue of the account. The advice will detail the due date and the amount of the withdrawal.
 5. For Periodic Direct Debits, no advice will be issued prior to any periodic withdrawal. The direct debit will continue to withdraw the amount authorised by you each period.
 6. If a payment falls due on a day that is not a business day, the payment will be withdrawn on the next business day.
 7. The Corporation will use its best endeavours to ensure all Direct Debit withdrawals are made on the date requested by you or as specified in this Agreement. The Corporation accepts no responsibility or liability if the withdrawal cannot be made on this date due to unforeseeable circumstances.
 8. It is your responsibility to ensure that sufficient cleared funds are available on the due date of any direct debit and advise the Water Corporation if you close or transfer your financial institution account.
 9. Any Direct Debit withdrawals, which are not honoured by your financial institution, will be subject to a Dishonour Fee.
 10. The Water Corporation will give you not less than 14 days notice of any proposed changes to the Direct Debit process.
 11. You must give the Water Corporation notice in writing of any changes required for an existing DDR (eg. cancellation, change in payment option, periods or amount) not less than 14 days prior to the direct debit withdrawal due date.
 12. The Water Corporation accepts no liability for correspondence not being received, is received late due to postal delays, or is illegible.
 13. All queries regarding the Direct Debit process (eg. disputes, change of details, cancellation requests) must be directed to the Water Corporation, not your financial institution.
 14. Any notice of a dispute must be in writing and will be investigated and replied to within 7 days. Further information on the dispute resolution process can be obtained by contacting the Water Corporation on 13 13 85.
 15. The Water Corporation reserves the right to cancel a Direct Debit at any time. In these instances, the Water Corporation will advise you in writing.
 16. The Water Corporation reserves the right to change the terms and conditions of this 'Service Agreement' at any time. In these instances, the Water Corporation will provide you with a copy of the new 'Service Agreement' at least 14 days prior to the change date.
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