



## Direct Debit Request

I/We authorise, Westernport Water (User ID Number 471545) to arrange for funds to be debited from my/our account through the Bulk Electronic Clearing System (BECS) at the financial institution below. I/We acknowledge that this Direct Debit is governed by the terms of the Direct Debit Request Service Agreement and I accept the Direct Debit Service Agreement as stated below.

Customer name: \_\_\_\_\_ DOB: \_\_\_\_\_

Address of property being billed: \_\_\_\_\_

Postal address (if different from above): \_\_\_\_\_

Westernport Water account number: \_\_\_\_\_

Daytime contact number: \_\_\_\_\_ Mobile number: \_\_\_\_\_

Email: \_\_\_\_\_

### Your arrangement (please tick one)

**Option 1:**  Please debit my bank/credit union/credit card account with the total bill amount on the date my bill is due

**Option 2:**  Please deduct the set amount of \$ \_\_\_\_\_ from my nominated bank/credit card account:

**Start date:**     /     /      Weekly      Fortnightly      Monthly

### Authorisation

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

### Bank details (If you are unsure about the information below, please contact your financial institution)

Name (as it appears on your bank account): \_\_\_\_\_

Financial institution name: \_\_\_\_\_

Account number: \_\_\_\_\_ BSB number (6 digits): \_\_\_\_\_

Signature(s): \_\_\_\_\_ Date: \_\_\_\_\_

**OR credit card**      Visa      MasterCard

Card number: \_\_\_\_\_ Expiry date: \_\_\_\_\_ CVN: \_\_\_\_\_

Cardholders name: \_\_\_\_\_

Cardholder's signature: \_\_\_\_\_



## Direct Debit Service Agreement

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.

The terms of this Direct Debit Agreement are for the purpose of Westernport Water debiting from your account for water services.

### Direct Debit terms and conditions

Direct Debit arrangements are subject to agreement by Westernport Water. We will provide 14 days notice if we are going to change or vary any of the direct debit conditions.

### Call your Customer Service Centre on 1300 720 711 to:

- Defer a Direct Debit
- Stop an individual Direct Debit
- Alter the payment schedule
- Cancel Direct Debit request completely

### In the case of a deferral or stoppage, two working days notice must be given.

### Disputing any Direct Debit transaction

You are entitled to query your Westernport Water account at any time. To dispute a Direct Debit amount call 1300 720 711 or write to us and we will resolve your inquiry within 5 business days or you can contact your financial institution.

### Dishonoured Direct Debits

Please ensure you have enough funds in your nominated account to cover each Direct Debit payment, as additional fees may be payable if a transaction is dishonoured.

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### Direct Debiting of Accounts

Direct debiting by the Bulk Electronic Clearing System (BECS) may not be available on all accounts. You should check your account details against a recent statement from your financial institution. You should check with your financial institution if you are unsure about how to complete the Direct Debit request.

### Direct Debit drawing not on a business day

If the due date for a direct debit payment falls on a weekend or public holiday, the debit will be made the next banking day.

If you are unsure when the drawing will occur you should contact your financial institution.

### Privacy and Security

We will keep your personal details strictly confidential and for use only for establishing and maintaining your Direct Debit arrangement. Only information necessary for the establishment of direct debit will be shared with your nominated financial institution. The information may also be used for billing and other administrative purposes by us.