

By completing this form, you are providing Allconnex Water with your bank account details, your signature and contact phone number. Allconnex Water will use this information to process the payment of your water and wastewater account and this information will only be accessed by employees of Allconnex Water for related business activities. Your information will not be given to any other person or agency unless you have given us permission or we are required by law.

Section 1 - Applicant details

I/We authorise and request you **Allconnex Water, (user ID 401888)**, until further notice in writing, to arrange for funds to be debited through the Bulk Electronic Clearing System (BECS) from my/our Cheque or Savings account at the financial institution shown below as instructed by me/us or any other amounts as instructed or authorised to be debited in accordance with the terms and conditions of the Direct Debit Service Agreement as amended from time to time.

Applicant/s:			
Mailing address:		Postcode	
Telephone (business hours)			

Section 2 - Property details

Water and wastewater account number:	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Property owner/s:									
Property address:		Postcode							

Section 3 - Financial details

Name on account:										
Name of Australian Financial Institution:										
Branch of Financial Institution:										
BSB No:	<input type="text"/>	<input type="text"/>	<input type="text"/>	-	<input type="text"/>	<input type="text"/>	<input type="text"/>			
Account No:	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
Signature:							Date:			
Signature:							Date:			

If debiting from a joint bank account, both signatures are required

For further information, contact Allconnex Water on 1300 000 WATER (1300 000 928)

Privacy statement: Allconnex Water is collecting your personal information in accordance with the Water Supply (Safety and Reliability) Act 2008 in order to process the required documentation. This information will only be used by authorised Allconnex Water staff and their Council partners to ensure our records are accurate. Your information will not be given to any other person or agency without your permission, or as required by law.

Direct debit drawing arrangement

Section 4 - Drawing arrangement

I/We request that you debit my/our account in accordance with one of the following periodic provisions:

Amount to be debited:	\$	
First drawing date:	/ /	(Allow 5 working days prior to the next scheduled drawing date)
Frequency of debit:	<input type="checkbox"/> Weekly <input type="checkbox"/> Fortnightly <input type="checkbox"/> Monthly	
-- OR --		
Due date:	<input type="checkbox"/> Full amount deducted on due date	

Return form to: Allconnex Water
PO Box 8042
Gold Coast MC QLD 9726

For enquiries: Tel: 1300 000 WATER
(1300 000 928)
Fax: 1300 009 824

Email: info@allconnex.com.au

Important notes

- Arrears of Accounts - It should be noted that the weekly, fortnightly and monthly payment option does not constitute a payment agreement. Please contact Allconnex Water on 1300 000 WATER (1300 000 928) if a payment arrangement is required.
- It is your responsibility to ensure that weekly, fortnightly and monthly amounts and or frequency are sufficient to ensure full payment by the due date. Additional payment/s using another payment method may be required if the nominated debit amount and/or frequency does not satisfy the amount due on or before the due date.
- Payments made after the 'Data is processed as at' date printed on the account are not included in calculating the amount due.
- If your drawing is returned unsatisfied by your financial institution on two (2) occasions, Allconnex Water will cancel the arrangement.

OFFICE USE ONLY



File No: _____

(Please Tick)

Direct Notice Coded into System (Due Date)

Direct Debit Confirmation Letter Issued

Processing officer's name _____ Payroll no. _____

Processing officer's signature _____

Direct debit service agreement

Section 5 – our commitment to you

This document outlines our service commitment to you, in respect of the Direct Debit Request (DDR) arrangements made between **Allconnex Water (user ID 401888)** and you. It sets out your rights, our commitment to you and your responsibilities to us together with where you should go for assistance.

Initial terms of the arrangement

In terms of the Direct Debit Request arrangements made between us and signed by you, we undertake to periodically debit your nominated account for the agreed amount for payment of water and wastewater charges due to Allconnex Water.

Drawing arrangements

- The first drawing under this Direct Debit arrangement will occur on a nominated day.
- If any drawing falls due on a non-business day, it will be debited from your account on the next business day following the scheduled drawing date.
- We will give you at least 14 days notice in writing when changes to the initial terms of the arrangement are made. This notice will state changes to the initial terms.
- If you wish to discuss any changes to the initial terms you may contact Allconnex Water by the following means
 - by mail: Allconnex Water
PO Box 8042
Gold Coast MC QLD 9726
 - by phone: 1300 000 WATER (1300 000 928)
 - by email: info@allconnex.com.au

Section 6 – Your commitment to us

You should be aware that:

- a) Direct debiting through the Bulk Electronic Clearing System (BECS) is not available on all accounts; and
- b) You should check your Account details (including your Bank State Branch (BSB) number) directly against a recent statement from your Financial Institution; and

It is your responsibility to ensure that:

- your nominated account can accept direct debits (your financial institution can confirm this); and
- on the drawing date there are sufficient cleared funds in the nominated account; and
- you advise us if the nominated account is transferred or closed; and
- you advise us if you have sold the relevant property to ensure that scheduled direct debit payments do not:
 - invalidate charges adjustments calculated by your solicitor for settlement
 - continue after the date of settlement of the property.
- you reconcile your water and wastewater account and where future scheduled direct debit payments do not satisfy the amount due on or before the due date, that you provide sufficient additional payment using another payment method.

If your drawing is returned unsatisfied by your financial institution, the amount will be reinstated to your water and wastewater account. **You may be notified of this action in writing and subsequently issued with a Tax Invoice for each failed direct debit transaction.**

Section 7 – Your rights

Changes to the arrangement

If you wish to make changes to the drawing arrangements you are required to advise Allconnex Water in writing. These changes may include:

- deferring the drawing; or
- stopping an individual debit; or
- suspending the DDR; or
- cancelling the DDR completely.

If you wish to change your bank account details you will be required to complete a new Direct Debit Request Form.

Enquiries

Direct all enquiries to us, rather than to your financial institution, and these should be made at least **5 working days** prior to the next scheduled drawing date. All communication addressed to us should include your water assessment number. All personal customer information held by us will be kept confidential except that information provided to our financial institution to initiate the drawing from your nominated account.

Disputes

If you believe that a drawing has been initiated incorrectly, we encourage you to take the matter up directly with us by calling 1300 000 WATER (1300 000 928).