

DIRECT DEBIT REQUEST SERVICE AGREEMENT

Gippsland Water issues this Direct Debit Request Service Agreement.

Our commitment to you

- We will confirm in writing, the details of your Gippsland Water direct debit arrangement.
- You will continue to receive your Gippsland Water accounts on a four monthly basis.
- Where the due date falls on a non-business day, we will draw the amount on the following business day.
- We will not change the amount or frequency of the direct debit arrangement without providing 14 days written notice.
- We reserve the right to cancel the Gippsland Water direct debit arrangement if any drawings are returned unpaid by your nominated financial institution. Please note that any fee incurred by Gippsland Water, initiated by a payment being returned unpaid, will be passed on to you and charged to your Gippsland Water account.
- We will keep all information relating to your nominated account private and confidential.

Your commitment to us

- It is your responsibility to ensure that the details provided on the attached confirmation letter are correct.
- It is your responsibility to ensure that sufficient funds are available in the nominated account to meet a drawing on its due date.
- It is your responsibility to ensure that you are authorised to draw on the nominated bank account as held by the financial institution where the account is based.
- It is your responsibility to advise Gippsland Water if the account nominated by you is transferred or closed.
- It is your responsibility to arrange with us a suitable alternate payment method if the Gippsland Water direct debit arrangement is cancelled either by yourself or the nominated financial institution.

Your rights

- You may terminate the Gippsland Water direct debit arrangement at any time by contacting one of our customer contact officers on 1800 050 500 or by providing written notice to us at least three business days prior to the due date of the next installment.
- If you pay by installments, you may defer a payment under the Gippsland Water direct debit arrangement by advising us of your requirements at least three business days prior to the due date of the next installment. Any deferred payment may be added to your next scheduled installment.
- You may request a change to the drawing amount and/or frequency of your Gippsland Water direct debit arrangement by contacting our customer contact officers on 1800 050 500 no less than three business days prior to the next scheduled installment.
- Where you consider a drawing has been initiated incorrectly, outside the Gippsland Water direct debit arrangement, you should take the matter up directly with Gippsland Water.

