

ROXBY WATER DIRECT DEBIT SERVICE

TERMS AND CONDITIONS

Roxby Water Customers can enjoy the convenience of a Direct Debit service that allows an electricity bill to be automatically paid when it is due from a nominated savings or cheque account.

By authorising Roxby Water to apply Direct Debit transactions to the nominated account, you are accepting the following Terms and Conditions.

1. General

- 1.1. Direct Debit Services are only available from a recognised financial institution account in the name of the Roxby Water account holder. When requested by Roxby Water, you agree to provide to Roxby Water identification information, including but not limited to, certified identification documents, bank statements and any other documents reasonably required in order for Roxby Water to:
 - verify (or further verify) your identity;
 - verify information in connection with the bank account nominated for the Direct Debit Services; and
 - verify the origin of any payment to Roxby Water.
- 1.2. Roxby Water may confirm directly with the financial institutions and payment service providers that supplied or facilitated a payment, that Identification Information provided by you is valid and correct, and that payments made by you were from the nominated account.
- 1.3. Until Roxby Water is satisfied that the Identification Information provided is true, accurate and complete, Roxby Water reserves the right to refuse or refund any Direct Debit payments made by you. .
- 1.4. Roxby Water may in its absolute discretion refuse to accept a Direct Debit payment including, but not limited to, circumstances where a Direct Debit has been dishonoured in connection with a previous payment.
- 1.5. The Direct Debit service is available for paying the full amount of a quarterly bill and for making monthly Flexipay payments.
- 1.6. You are responsible for ensuring that the nominated bank account can accept Direct Debit transactions.
- 1.7. Payments falling on a non-business day will be deducted from your nominated financial account on the next business day.
- 1.8. Bank transaction fees and Government taxes may apply.
- 1.9. If your Roxby Water account has an overdue amount at the time your Direct Debit Authorisation comes into effect, this amount will be debited from your nominated financial account on the following scheduled quarterly pay by date of the receipt of your Direct Debit Service Authorisation.
- 1.10. If sufficient funds are not available in your nominated financial account at the time of processing a Direct Debit Transaction, a dishonour fee may be charged by both your financial institution and Roxby Water to cover reasonable administrative and processing costs.
- 1.11. Roxby Water may discontinue your Direct Debit Service if three consecutive payments are refused by your financial institution. You will be notified if this occurs, and you must then pay your electricity bills using another payment method.

- 1.12. If you wish to change your Direct Debit Service (including your bank details), you must provide Roxby Water with a new Direct Debit Service Authorisation at least three business days prior to the next scheduled payment.
- 1.13. To terminate an existing Direct Debit Service, you must notify Roxby Water in writing at least three business days prior to your next payment.
- 1.14. If you cancel your Direct Debit Service, we will no longer use Direct Debit as your payment method. You will need to make payment by some other method acceptable to Roxby Water.
- 1.15. If you are closing your account with Roxby Water, a final account will be sent to you and the amount due will be debited from your nominated financial account.
- 1.16. If Roxby Water withdraws the Direct Debit Service, all authorisations will be cancelled immediately, and you will need to pay your electricity bills using another payment method.

2. Flexipay Payments

- 2.1. The Flexipay option allows you to make fixed monthly pre-payments towards your next Quarterly Bill. Customers may choose this option to help with cash-management.
- 2.2. Customers who have a poor payment history or credit rating may be required to make Flexipay payments of a value nominated by Roxby Water. The conditions under which this may occur are set out in the Roxby Water Standard Contractual Terms and Conditions – these can be downloaded from the Council web site.
- 2.3. The specified monthly payment will be automatically deducted from your nominated account on the 20th day of each month (or the next business day if the 20th day of the month is not a business day).
- 2.4. Over time, you may find that the amount currently being deducted is not sufficient to cover your Quarterly Bill. The Electricity Services Officer will contact you and discuss a variation to the amount if this occurs. If the amount is varied, you will be asked to submit a new Direct Debit Authorisation.
- 2.5. If for any reason the payment cannot be deducted from your nominated account as scheduled, we will attempt to deduct the amount then due the following month. You will be notified in writing each time a payment transaction fails.
- 2.6. After 3 consecutive failed transactions, Roxby Water will cancel your Direct Debit Service and you will be required to immediately establish alternative payment arrangements.

3. Privacy

- 3.1. The information above concerning the collection, use and disclosure of personal information should be read in conjunction with the Roxby Council Privacy Policy as amended from time to time.
- 3.2. You consent to Roxby Water collecting and handling your personal information in accordance with the Roxby Council Privacy Policy or otherwise as authorised or required by law, or as consented to by you.

4. Changes to these Roxby Water Direct Debit Service Terms and Conditions

- 4.1. Roxby Water may vary these Terms and Conditions at any time. If Roxby Water varies these Terms and Conditions, Roxby Water will provide you with written notice of the change as soon as practicable, which may be after the variation takes effect, and in any event, no later than on your next bill.

Contact Roxby Water on (08) 8671 0010 for assistance or if you have any queries in relation to payment matters.