

Direct Debit/ Smoothpay Request (General)

Use this form to start, amend or cancel a debit payment from your bank account to TasWater (ABN 47162 220 653)

1. Customer Details (requesting customer)

Account No.	2										
Last name							First name				
Email							Phone				

2. Property Details

Unit no.							Street no.				
Street											
Suburb							Postcode				

3. Deduction Details

3a. Smoothpay

Payment Frequency	<input type="checkbox"/>	Monthly:	on the		date of each month	<i>e.g. 23rd</i>
	<input type="checkbox"/>	Fortnightly:	on the		day of each fortnight	<i>e.g. Friday</i>
	<input type="checkbox"/>	Weekly:	on the		day of each week	<i>e.g. Friday</i>
Payment Amount	<input type="checkbox"/>	Nominated amount*		\$	* if the nominated amount is not sufficient to cover quarterly charges, TasWater may be in contact to advise a minimum payment amount.	
Start Date:			/		/	

3b. Direct Debit Balance

Payment Frequency	<input type="checkbox"/>	Account balance on due date
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4. Payment Details – complete Either section 4a or 4b

4a. Financial Institution Details

Account Name							Bank / Institution							
BSB				-			Account number							

4b. Credit Card Details

To set up a Direct Debit / Smoothpay by Credit Card, please contact our Customer Service Centre on 13 6992

5. TasWater Account Holder Authorisation

I/We:

- Have read, understood and agree to be bound by the terms and conditions set out in this Request and in the Direct Debit/Smoothpay Request Service Agreement
- Request and authorise TasWater to arrange for funds to be debited from my/our nominated account
- Authorise TasWater to verify my/our account details with my/our financial institution
- Authorise my/our financial institution to release information allowing TasWater to verify my/our account details
- Warrant that I am/we are the authorised signatory/signatories on the nominated account

Name							Name				
Signature							Signature				
Date							Date				

Please Return Form to TasWater

Mail GPO Box 1393 Hobart TAS 7001

Email enquiries@taswater.com.au

Direct Debit/Smoothpay Request Service Agreement

1. The Agreement

By completing and submitting the Direct Debit/Smoothpay Request, you agree to allow TasWater to deduct funds directly from your bank or financial institution account as detailed in that document. This agreement forms part of the terms and conditions of your Direct Debit Request and should be kept for future reference.

2. Debiting your account or credit card

TasWater will only arrange for funds to be debited from your account as authorised in the Direct Debit/Smoothpay Request.

TasWater does not charge any extra fee for payment by Direct Debit/Smoothpay however a debit payment is a transaction on your bank account so your financial institution may impose an account fee if you exceed your account transaction limit.

3. Processing date

Where you choose direct debit (quarterly) payments, TasWater will lodge the authorisation with its financial institution on the quarterly account due date. This quarterly account shall be issued to you 30 days prior to it being due.

Where you choose weekly, fortnightly or monthly (Smoothpay) deductions, TasWater will lodge the authorisation with its financial institution 14 days after the date of processing unless you have specified a payment day/date. Confirmation of the payment amount and payment schedule shall be provided to you at least 7 days prior to the payment being processed.

For returned unpaid transactions, the following procedures will apply:

- On the first occasion – a letter will be sent to the customer advising of the failed debit payment.
- On the second occasion – the debit payment will be cancelled and you will be notified. Interest will accrue on any overdue amount until paid in full or another suitable arrangement is put in place. You must contact TasWater on 13 6992 as soon as practical to reinstate a suitable arrangement if a balance remains.

If the due date for payment falls on a non-working day or public holiday, the payment will be processed on the next working day.

4. Smoothpay

Smoothpay arrangements operate for 12 month periods. During the final quarter of each 12 month period, TasWater will review your Smoothpay arrangement. TasWater may, at its discretion, elect not to continue your Smoothpay arrangement.

If TasWater determines it will continue your Smoothpay arrangement, it will calculate your new payment amounts after determining the estimated charges for the next 12 months and either adding any amounts owing by you to TasWater or deducting any credit amounts owing to you by TasWater. TasWater will then send you a letter indicating the new payment arrangement details.

If the new payment amount is not suitable for you, you must contact TasWater before the payment is due to discuss your options. If contact is not made before the due date, the new amount will be deemed as accepted and the debit payment will continue as outlined in the letter.

5. Your responsibilities

It is your responsibility to ensure that the details of the bank or financial institution account from which debit payments are to be

made are correct, that the account allows direct debiting, and that sufficient funds are available in your account. If there are insufficient funds in your account, you must arrange for the debit payment to be made by another method

If there are insufficient funds to meet a debit payment, you may be charged a fee and/or interest by your bank or financial institution.

In addition, if payment of your account is dishonoured or declined, we may recover from you an amount charged by our bank or financial institution. If your bank or financial institution details change you must complete a new Direct Debit Request. The new request must be received by TasWater 14 days prior to the next scheduled payment date to ensure that it is processed in time. Provided that all other details remain the same, cancellation of the previous direct debit arrangement is automatic.

6. How to cancel or change your debit payment

You may cancel, change, suspend or defer your Direct Debit/Smoothpay arrangement at any time by contacting TasWater via one of the methods set out in clause 8. You must contact us at least 2 working days prior to the next scheduled payment date. You can also contact your own financial institution which must act promptly on your instructions.

If you have sold your property, it is your responsibility to cancel the Direct Debit/Smoothpay arrangement with us (given there is often a time delay before TasWater receives notification of a change of ownership). If you do not cancel the Direct Debit/Smoothpay arrangement with us upon sale of your property, debit payments will continue to be processed until notification of a change of ownership is received by TasWater.

7. Amendment by Us

TasWater may vary any details of this agreement or a Direct Debit/Smoothpay Request at any time by giving you at least 14 days written notice sent to the email/address provided in the Direct Debit Request.

8. Contact details

For all matters relating to your Direct Debit/Smoothpay arrangement, you can:

- Call 13 6992, or
- Write to TasWater, GPO Box 1393, Hobart Tasmania 7001 or email enquiries@taswater.com.au.

9. Your rights

If you believe that there has been an error in debiting your account, you should notify TasWater directly by calling 13 6992 or emailing enquiries@taswater.com.au. We will respond in accordance with our Complaints, Enquiries and Disputes Management Policy (available at www.taswater.com.au). Alternatively, you can contact your financial institution for assistance.

10. Privacy

In accordance with the Personal Information Protection Act 2004 (Tas) and the Privacy Act 1988 (Cth) we may collect, hold and use your personal information in order to enable us to provide you with our services. To understand more about our obligations and your rights, please refer to our Information Protection Statement and our Privacy and Credit Reporting Policy on our website at www.taswater.com.au/About-Us/Governanceand-Policies, email us at enquiries@taswater.com.au or write to our Privacy Officer, c/- TasWater, GPO Box 1393, Hobart TAS 7001