

# Direct debit request form

Aurora Energy Account Name:   
Address:   
Telephone No:  Email:   
Electricity Account No:  **AND/OR** Gas Account No:   
(from your last bill) (Please select) (from your last bill)

## DIRECT DEBIT OPTIONS (PLEASE SELECT ONE) Would you like your direct debit to be taken from your Bank Account OR your Credit Card?

### Bank Account

Financial Institution:   
Account Holder:   
Account Number:   
BSB:   
Signature(s):   
(All named bank account holders to provide signatures)

### Credit Card

Card Type:  Visa  Mastercard  
Name on Card:   
Credit Card No:  Expiry date:  /   
Signature(s):   
(All named bank account holders to provide signatures)

Note: If you nominate to set up direct debit via your financial institution, you may be eligible for the Direct Debit discount. Please see terms and conditions.

## PREFERRED PAYMENT OPTIONS (PLEASE SELECT ONE) Would you like to pay your ELECTRICITY, GAS or BOTH?

**Full** payment - The total amount due will be debited on the due date of each bill.

**Fixed** payments - Regular scheduled payments as nominated below. (Minimum payment amount and frequency is \$15 per week).

**Variable** payments - Regular scheduled payments as nominated below PLUS any outstanding balance to be debited on the due date.

### Electricity Account

Payment Type:  Full  Fixed  Variable  
Frequency:  Monthly  Fortnightly  Weekly  
Amount: \$   
Commencing:  /  /   
(Please allow 10 business days from receipt of form)

### Gas Account

Payment Type:  Full  Fixed  Variable  
Frequency:  Monthly  Fortnightly  Weekly  
Amount: \$   
Commencing:  /  /   
(Please allow 10 business days from receipt of form)

## AUTHORISATION

- I/we request and authorise Aurora Energy Pty Ltd (User ID No. 029022) to arrange for the agreed payment option to be debited from the account at the financial institution/credit card issuer identified above.
- I/we have read, understood and agree to the terms and conditions of the Direct Debit Service Agreement. The details entered by, or on behalf of, any named account holder(s) are truthful and accurate.

Signature(s):

Date:  /  /

## Thank you for choosing direct debit

Please return this form to Aurora Energy in the reply-paid envelope (if applicable), OR:

Email: [payments.concessions@auroraenergy.com.au](mailto:payments.concessions@auroraenergy.com.au) (must be a scanned copy of the completed form)  
Post: Aurora Energy, Reply Paid 191, Hobart TAS 7001  
Fax: 03 6237 3444

For more information visit [www.auroraenergy.com.au](http://www.auroraenergy.com.au) or phone us on **1300 13 2003**



# DIRECT DEBIT REQUEST SERVICE AGREEMENT

## The Agreement

1. This direct debit request service agreement (Agreement) forms part of the terms of the direct debit request (DDR) and is to be read in conjunction with the direct debit request form (DDR Form).
2. By signing the DDR Form, you authorise Aurora Energy to arrange for funds to be debited from the nominated account on the dates and for the amounts specified by you.
3. Direct debit is not available on a full range of bank accounts. If in doubt, check with your financial institution.
4. Aurora Energy provide facilities to debit credit cards with the exception of AMEX and Diners Club.
5. Direct all other enquiries about your DDR to Aurora Energy on **1300 13 2003**.
6. The bank account name refers to the entity or person(s) name that the account is held in.
7. Third party or joint accounts are acceptable provided all signatories to the account have consented to the terms.
8. Please check your account details against a recent statement if you are uncertain about your account details, or contact your financial institution before submitting this form.
9. By completing and submitting the Direct Debit Request form, we accept in good faith the details entered on behalf of all named account holders are truthful and accurate, and we do not accept any liability for loss or damage as set out in clause 18.

## Cancellation of the DDR

10. A DDR is in force until it is cancelled. At least five (5) business days notice must be given if the account holder wishes to cancel a DDR or stop any individual debit item. This notice may be given to Aurora Energy in writing or over the phone on **1300 13 2003**.
11. The financial institution can also be advised. If the financial institution is advised, please also advise Aurora Energy to prevent any further attempts to direct debit the nominated account.

## Deferral or variation of the DDR

12. If a deferral or variation of the DDR is required, contact Aurora Energy on **1300 13 2003**. Allow at least three (3) business days to process a deferral or variation to a DDR once Aurora Energy has agreed to the proposal.
13. A period of at least 14 days notice will apply where Aurora Energy propose to vary the details of the DDR.
14. If your account details change and you want to continue using direct debit a new DDR Form will need to be completed and returned to Aurora Energy.

## Processing date

15. If a due date falls on, or a date specified by the account holder is, a non-business day, the debit item will be processed on the next business day. Enquiries regarding non-business day debit processing may be referred to the financial institution's branch where the account is held.
16. Amounts that cannot be debited within 14 days after the requested date will not be processed. You will need to make other arrangements for these payments.

## Liabilities

17. The account holder(s) will only be liable for debit items made in accordance with the DDR.
18. Aurora Energy is not responsible for any loss or damage you may suffer from incorrect or incomplete account details that you have provided to us, delay by us or your financial institution or any other such event relating to this Agreement.

## Disputes

19. If you or the Aurora Energy account holder (if different) want to dispute a debit item, contact Aurora Energy on **1300 13 2003** or write to GPO Box 191, Hobart, TAS, 7001.
20. Aurora Energy will make every attempt to ensure disputes are resolved within five (5) business days.
21. If we are unable to resolve the dispute to your satisfaction, disputed claims may also be directed to the account holder's financial institution.

## Your responsibilities

22. It is the responsibility of the account holder(s) to have sufficient clear funds available in the account on the requested or due date to permit the payment of debit items initiated in accordance with this DDR.
23. You must arrange with us a suitable payment alternative if your nominated bank account is transferred or closed.
24. If the debit item is returned unpaid by the financial institution it may result in the account holder(s) being liable for dishonour fees charged by that financial institution. General interest charges on outstanding amounts may apply.
25. General interest charge (GIC) is calculated on a daily compound basis and continues to accrue on any day on which an amount is overdue.

## Protecting your privacy

26. Some information may be given to financial institutions involved in the event of a dispute or to verify that Aurora Energy has received a DDR from the account holder(s).
27. Aurora Energy may be required to disclose information about you that we have collected as part of your Direct Debit Request where it is specifically required or permitted by law, and for the purpose of this agreement (including disclosing information in connection with any query or claim).
28. Where Aurora Energy is required to disclose details under clause 26 and 27, Aurora Energy will comply with all relevant privacy legislation.
29. For more detailed information about how Aurora Energy collect, use and disclose your personal information, refer to Aurora Energy's Privacy Policy and Credit Reporting Policy.

## General

30. This Agreement is governed by the laws of Tasmania.
31. You may not assign your rights or obligations under this Agreement without the written agreement of Aurora Energy.
32. If any part of this Agreement is unenforceable, the remainder will not be affected.

## Terms and conditions for the Direct Debit Discount

A discount will be allowed on statements that have charges for electricity and show a direct debit receipt in the transactions.

The discount does not apply for:

- direct debits by credit card
- payment plans
- a direct debit payment 'dishonoured' in the period of the statement
- a 'reminder notice' for the last statement
- Electricity Market Offer Energy Plan
- Gas accounts.

The discount will be a daily rate – currently 5cents + GST per day – calculated on the period of the statement. If the direct debit commenced since the start date of the period, the calculation will be from the direct debit start date to the end date of the statement period. The statement will display the amount under 'Other Items Direct Debit Discount – x days @ 5cents + GST'.