

# Direct Debit Service Agreement

This agreement outlines our service commitment to you, in respect of the Direct Debit arrangements made between us, Alinta Energy Retail Sales Pty Ltd ABN 22 149 658 300 (User ID 398218), trading as Alinta Energy, and you. It also sets out your rights and the commitment you need to make to us.

## Our commitment to you

- We undertake to debit your nominated account or credit card as authorised by you and in accordance with (this agreement).
- We will provide you with confirmation of the Direct Debit arrangement prior to the first payment.
- Where a payment falls due on a non-business day, it will be debited on the following business day.
- We will give you at least 14 days notice in writing if we initiate changes to this agreement.
- We will keep details of your nominated account or credit card, private and confidential.
- We may cancel the Direct Debit arrangement at any time, including if two or more payments are returned unpaid by your Financial Institution or if you are no longer a customer of ours.
- If your payment is returned unpaid by your Financial Institution, we may re-process the payment after 5 days.
- If, as the result of the operation of a retailer of last resort scheme, we cease to be your energy retailer, we will immediately cancel the Direct Debit arrangement and promptly notify both you and your nominated Financial Institution of the cancellation.

## Your rights

### Changes to the arrangement

If you want to make changes to the Direct Debit arrangement or your nominated Financial Institution, please contact us on **13 39 08**. Please allow 5 business days for the change to take effect. These changes may include:

- Deferring an individual payment;
- Altering the Direct Debit arrangement in any way;
- Stopping an individual payment;
- Suspending the Direct Debit arrangement; or,
- Cancelling the Direct Debit arrangement completely.

You may cancel the Direct Debit arrangement by contacting your nominated Financial Institution or us, but we suggest you call us on **13 39 08** in the first instance if you have any concerns, so as to minimise any delays in problem resolution and / or making the necessary changes. If you notify us, we will accept that notification and no longer rely on the Direct Debit arrangement and will use best endeavours to notify your nominated Financial Institution as soon as practicable of the cancellation. All written communications should be sent to the address provided on your account and should include your 11 digit electricity or gas reference number as shown on your energy account.

## Disputes

If you believe a payment has been debited incorrectly, we encourage you to take the matter up directly with us by contacting us as soon as possible on **13 39 08**.

If you do not feel you have received a satisfactory response, we suggest you contact your nominated Financial Institution (they should confirm you have contacted us prior to involving them) to discuss the possibility of lodging a claim. If we cannot substantiate our actions, you will of course receive a refund of the incorrectly debited amount.

## Your commitment to us

- You will ensure that the BSB (6 digit Bank State Branch number) and bank account information you supply, or the information about your credit card you supply us with, is up to date and correct, by checking it against a recent statement from your Financial Institution.
- You will ensure that your nominated account can accept Direct Debits (your Financial Institution can confirm this if in doubt).
- It is your responsibility to ensure that the authorisation given to draw on the nominated account or credit card is identical to the signing instruction held by the Financial Institution.
- You will ensure sufficient funds are available in the nominated account or credit card to meet a payment on its due date.
- You will advise us if your nominated account is transferred or closed or if your details have changed. Note, upon finalisation of your customer account with us, all outstanding amounts will be withdrawn from your nominated account held with your Financial Institution.
- When your energy contract with us ends or on your Final Account, any outstanding amount will be withdrawn from your nominated account or credit card.
- If you cancel the Direct Debit arrangement by notifying your Financial Institution, you will use your best endeavours to notify us as soon as you can after the cancellation.
- If the Direct Debit arrangement is cancelled, we will notify you in writing and it will be your responsibility to use one of the alternative payment methods available to cover any amounts due.
- If your Alinta Energy plan includes a discount for payment via Direct Debit, you may lose the benefit if you discontinue the Direct Debit.

## Fees & charges

- We will notify you of any payments returned unpaid and will recover from you any applicable fee (including GST).
- You are responsible for any fees or charges your Financial Institution imposes on you in connection with the Direct Debit arrangement.
- If your nominated account or credit card has insufficient funds to cover a payment, you are responsible for any reasonable costs we incur as a consequence.

If you have any enquiries regarding stops, cancellations or you require payment assistance, please call us on **13 39 08**. Please allow 5 business days for any change to take effect.