

# an easier way to pay your bill

Alinta Energy quarterly direct debit and bill smoothing customer service agreement

## What are quarterly direct debit and bill smoothing?

**Quarterly Direct Debit** allows you to pay your quarterly Alinta Energy account automatically from your nominated savings, cheque or credit account by the direct debit process. Because your account varies each quarter, the amount that is debited from your account will vary each time.

**Bill Smoothing** allows you to spread the cost of your annual gas account over 12 equal monthly payments. First, we calculate your anticipated annual gas usage (usually based on your previous usage) and divide that into 12 equal amounts ("Monthly Payment"). The Monthly Payment is then automatically deducted each month from your nominated savings, cheque or credit account by the direct debit process. In the sixth month we review your current plan to determine if payments are in line with your current usage and will notify you if your payments need to be adjusted.

Whether you choose Quarterly Direct Debit or Bill Smoothing you will still receive your bill as usual, so you can track your gas usage. Any amounts you have paid during your billing cycle will appear on your statement. However, instead of payment options, there will be a message advising you that payment by Direct Debit has been established for your account.

Whether you sign up for **Quarterly Direct Debit or Bill Smoothing**, your automatic payments will be made via direct debit from your nominated account. As such, if you would like to pay your Alinta Energy account by Quarterly Direct Debit or Bill Smoothing, you are required to read the following **Direct Debit Agreement** and complete the attached **Direct Debit Request** form.

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## Direct Debit Agreement

This agreement outlines our service commitment to you, in respect of the Direct Debit Request arrangements made between Alinta Sales Pty Ltd [User ID 399047] trading as Alinta Energy [ **Alinta Energy** ] and you. It sets out your rights and responsibilities throughout the direct debit process.

### Our commitment to you

- In terms of the Direct Debit Request arrangements made between us and signed by you, we undertake to periodically debit your nominated account for the agreed amount.
- The first drawing under this direct debit arrangement will occur as specified on the Direct Debit Request. Depending on the date of the Direct Debit Request, the first payment may occur before you receive the confirmation.
- Where the direct debit due date falls on a non-business day, it will be debited from your account on the next business day following the scheduled drawing date.
- We will give you at least 14 days notice in writing before any changes to the terms of the arrangement are made.
- We will keep all information about your nominated bank account private and confidential, only to be disclosed at the request of you, the Customer, or your financial institution in connection with a claim made to an alleged incorrect or wrongful debit.
- We will deduct payment, to a maximum of the amount due at the due date of your direct debit unless otherwise specified by yourself.
- We will cancel your direct debit and notify your financial institution if you are no longer a customer of Alinta Energy.
- If you wish to discuss any changes to the terms, please contact us on 13 13 58.

## Your rights

### Changes to the arrangement

If you want to make changes to the direct debit arrangements, please contact us on 13 13 58. These changes may include:

- Deferring an individual direct debit; or
- Altering the Direct Debit Request in any way; or
- Stopping an individual direct debit; or
- Suspending the Direct Debit Request; or
- Cancelling the Direct Debit Request completely.

### Enquiries

Direct all enquiries to us, rather than to your financial institution, and these should be made at least 20 working days prior to the next scheduled direct debit date. All communication addressed to us should include your Alinta Energy account number.

## Disputes

- If you believe that a drawing has been initiated incorrectly, we encourage you to take the matter up directly with us by calling 13 13 58 during normal business hours.
- If you do not receive a satisfactory response from us to your dispute, contact your financial institution [they will ask you to contact us prior to involving them] who will respond to you with an answer to your claim:
  - Within 5 business days [for claims lodged within 12 months of the disputed drawing]; or
  - Within 30 business days [for claims lodged more than 12 months after the disputed drawing].
- You will receive a refund of the drawing amount if we cannot substantiate the reason for the drawing.

## Your commitment to us

- Ensure that bank account information supplied to Alinta Energy is correct by checking it against a recent statement from your financial institution.
- Ensure that your nominated account can accept direct debits [your financial institution can confirm this]. You will be responsible for any fees or charges your financial institution imposes in connection with the direct debit.
- Ensure sufficient funds are available in the nominated bank account to meet a payment on its due date. We reserve the right to cancel the direct debit payment schedule arrangements by your nominated financial institution, and to arrange with you an alternate payment method.
- Advise us if the nominated account is transferred or closed or if your details have changed. Upon finalisation of your customer account with Alinta Energy, all outstanding amounts will be withdrawn from your nominated account in the next payment cycle.

## Fees and charges

- If your drawing is returned or dishonoured by your financial institution, we may re-draw after 7 days.
- We will notify you of any return unpaid transactions; and any applicable fee [plus GST] will be raised against your customer account.
- We do not pass on any credit card processing fees to our customers.
- You are responsible for any fees or charges your financial institution imposes on you in connection with the direct debit.
- If your nominated bank account has insufficient funds to cover a payment, you are responsible for any costs we incur as a consequence of covering payment.

If you have any enquiries regarding stops, cancellations, or require payment assistance, please do not hesitate to contact us on 13 13 58 during normal business hours.

In this agreement, "we" and "our" refer to Alinta Energy.

Please retain this portion for your information.

## Alinta Energy Direct Debit Request

To pay your Alinta Energy bill by Quarterly Direct Debit or Bill Smoothing, simply complete the form below, sign and return the completed form to Alinta Energy.

### 1. Your name [as shown on your Alinta Energy account]

### 2. Your Alinta Energy account number

### 3. Your daytime telephone number

### 4. Payment Plan – Select your payment plan by ticking one of the following options:

**Quarterly Direct Debit**

I/We request Alinta Energy to arrange for funds to be debited from my/our nominated account at the financial institution shown below once every 3 months [quarterly].

I/We understand that the funds that will be transferred will be the amount of the quarterly gas bill and, as such, will vary each time.

**Bill Smoothing**

I/We request Alinta Energy to arrange for funds to be debited from my/our nominated account at the financial institution shown below once every month.

I/We understand that the amount transferred will be a set amount that is the same each time and that the instalment amount will be confirmed once this form has been processed.

### 5. Payment Options – Select your payment option by ticking one of the following options:

**Cheque or Savings Account**

**Credit Card**

Please call 13 13 58 and a Customer Service Representative will take your credit card details over the phone.

### 6. Payment Date

Accounts will be debited on the nominated day of the month for Bill Smoothing and on the due date of your bill for Quarterly Direct Debit. If this is a non-business day, then your account will be debited on the next business day.

#### For Bill Smoothing only:

Please nominate a day from the 1st to the 28th of the month for your account to be debited:

### 7. Authorisation details

I/We request you, until further notice to debit my/our nominated account described in the schedule above, any amount which Alinta Energy may debit or charge me/us through the Quarterly Direct Debit / Bill Smoothing plans and as prescribed through the Bulk Electronic Clearing System [BECS].

I acknowledge that Alinta Energy collects my personal information, and the personal information of my joint account holder (if applicable), for the purpose of implementing my direct debit arrangement with Alinta Energy, and as otherwise described in Alinta Energy's Privacy Policy, which I can access at **[www.alintaenergy.com.au/privacy](http://www.alintaenergy.com.au/privacy)**.

[If debiting from a joint bank account, both signatures are required]

### 8. Confirmation of Direct Debit or Bill Smoothing Application

Once we have processed your application, we will confirm the payment dates on which your account will be debited [for Quarterly Direct Debit and Bill Smoothing] and the instalment amount [for Bill Smoothing only].

Return this signed and completed form to:

**Alinta Energy, Locked Bag 55, PERTH WA 6849 or fax it to 08 9486 3346.**