



Direct Debit Application

Complete and return this form to have your nominated 1st Energy account paid by direct debit. Simply fill in the form and either email or return the form mail to us, it's that easy!

Your Terms and Conditions

Direct Debit Request Service Agreement. 1. By signing the Direct Debit Request, you have authorised us to arrange for funds that may from time to time become due to us under your account, to be debited from your nominated account in amounts and at intervals as advised by us to your financial institution. 2. The full outstanding amount will be direct debited from your account on the date specified on your invoice, unless otherwise agreed upon as part of a negotiated payment plan. When the due date for payment falls upon a non-business day or public holiday, we will debit your account on the next business day. 3. We will give you at least 14 days' notice in writing of any changes to the terms of the Direct Debit arrangement. This notice will state the new amount, frequency, next drawing date and any other changes to the terms. 4. If you wish to make changes to the Direct Debit arrangement, please call us on 1300 426 594. These changes may include deferring the withdrawal, altering the scheduled drawing date, stopping an individual withdrawal, suspending or cancelling the Direct Debit arrangement completely. Please provide three working days' notice for these changes to be processed. 5. If your debit is returned or dishonored by your financial institution, we will send you a letter requesting immediate payment. Any fees levied to you by your financial institution or incurred by us in respect of the above will be payable by you. 6. Your Direct Debit arrangement can be cancelled by us if on two consecutive occasions your drawing is returned or dishonored by your financial institution. We will notify you by letter if we cancel your Direct Debit arrangement. 7. Unless agreed with you otherwise, your account details will be kept confidential except that information may be provided to our financial institution to initiate the drawing to your nominated account, or in connection with a claim of an alleged incorrect or wrongful withdrawal. 8. It is your responsibility to ensure that: (a) your nominated account can accept Direct Debits (Direct Debit, through Bulk Electronic Clearing Stream (BECS), is not available on all accounts); (b) the account details you have provided are correct, and if uncertain, you are advised to check with your financial institution before completing the Direct Debit Request; and (c) you have clear funds available in the nominated account, by the scheduled drawing date, to allow for withdrawals according to your Direct Debit Request. 9. If you believe that a withdrawal has been initiated incorrectly, contact us on 1300 426 594. You will receive a full refund of the withdrawal amount if we cannot substantiate the reason for the drawing. 10. If you cancel your Direct Debit arrangement completely, we will cease to rely on this Direct Debit Request Service Agreement. 11.

Please keep this section for your records.

1st Energy Direct Debit Request

Quote ID (Office use only)

Your details

Name

Supply Address

Postcode

Phone

1st Energy Account Details

Electricity

1st Energy Electricity Account No.

If you would like more information, please call **1300 426 594**

Method of Payment

Please select one only, either **Credit Card** or **Bank Account**.

Tick here to pay by **Credit Card** (Visa or MasterCard)

Credit Card Number

Expiry Date /

Name on Credit Card / Debit Card

Signature

OR

Tick here to pay by **Bank Account**

Name of Financial Institution

BSB No. Branch

You can locate this on your bank statement

Account No.

Name/s on Account

Indicate the exact name/s the account is in. All authorised signatories must sign the authorisation below

Payment Options

Electricity \$

Start Date
Fortnightly and monthly

Authorisation

I/We authorise and request 1st Energy until further notice in writing, to debit my/our nominated account described above, any amounts that may from time to time become due, in which 1st Energy may debit or charge me/us through the Bulk Electronic Clearing Stream (BECS).

Signature/s

Date