

# Direct Debit and EasyPay

*The choice is yours*



## **The fast, direct way to pay your Essential Water accounts**

We all have to pay bills. There's just no avoiding it. But that shouldn't mean we have to be inconvenienced by them. That's why we offer you the choice of paying your Essential Water account by Direct Debit or EasyPay. By doing so, you'll have one less thing to think about and more time to do the things you'd rather be doing.

### **Making Direct Debit work for you**

When you choose to pay by Direct Debit total amount, your Essential Water account total is automatically paid on the due date from your nominated bank, credit union or building society account.

When you choose to pay by Direct Debit instalments, you simply select how much and how frequently you wish to pay instalments. You can choose either monthly, fortnightly or weekly (you decide) and then each agreed period your nominated bank, credit union or building society are debited that amount. However, you still need to pay the remaining bill amount by the bill due date.

Once you've set up your Direct Debit, your bills will virtually take care of themselves.

### **Paying your account the EasyPay way**

With EasyPay (often known as bill smoothing), we average your bills over a year and then debit an agreed amount either monthly, fortnightly or weekly (you decide). That means you won't be hit with any large, unexpected seasonal bills. Instead, you can just sit back and relax knowing that your account is taken care of.

To ensure you are not underpaying or overpaying, we review your account annually so you can be certain that you're always paying the right amount to cover your usage.

Your Direct Debit Request authorises us to arrange for payment of the amount due to Essential Energy for the service we have provided you, at the due date of your bill or another date as agreed between us.

It also enables any changes in those amounts, and time, to occur automatically – you will not need to complete another form.

If the direct debit ends for any reason, you will need to organise a suitable alternate payment method.

If there are insufficient clear funds in your nominated account or you gave Essential Energy incorrect account details, you are aware that you may be charged a fee by your financial institution due to a failed or incorrect Direct Debit.

Essential Energy will not be responsible for dishonour fees and may also charge an administration fee. You must still arrange for the payment to be made to us.

### **Important Information**

Specific details relating to your direct debit are separate within your Direct Debit Request and the agreement outlined in this brochure supports this information. If you believe an error has taken place in debiting your account, please call **13 23 91**, 7am – 7pm week days as soon as possible so this can be rectified.

Essential Energy will cancel your direct debit at any time if two consecutive debits are dishonoured by your financial institution. To reinstate your direct debit you must make alternate arrangements to pay the amount outstanding. If you have multiple dishonours again within a period of twelve months, then your direct debit will be cancelled and you will be required to find another form of payment of your water account.

You can make changes to your direct debit by contacting Essential Energy on **13 23 91** or by writing to Essential Energy, PO Box 718, Queanbeyan NSW 2620.

## **Would you like more information?**

**If you would like more information about Direct Debit or EasyPay you can call 13 23 91**





**Delivery Address:**  
PO Box 718  
QUEANBEYAN NSW 2620



Essential Water  
Reply Paid 718  
QUEANBEYAN NSW 2620

No stamp required  
if posted in Australia



# Sign up for an easy payment plan today!

**Signing up for Direct Debit or EasyPay is easy. Simply follow these three steps.**

**1** Phone our friendly customer service advisers on **13 23 91** to sign up to EasyPay. We will calculate your usage and tell you how much each payment will need to be.

**OR**

**2** Complete and return the Direct Debit Request form enclosed to arrange a flexible payment to suit your needs. Tell us how much you wish to pay and how often you want to pay your Essential Water account – monthly, fortnightly or weekly instalments\*

---

**3** Provide us with your bank, credit union or building society account details that you'd like your payments to be deducted from.

After that, your Essential Water bills will all be taken care of and you'll have one less thing to think about and more time to do the things you'd rather be doing.

\*Please note that if you choose regular instalments (option 2) you will still need to pay the remaining bill amount by the bill due date.

# Direct Debit Request Service Agreement

## Application of this Agreement

**This Service Agreement relates to customers making payment by direct debit from their bank account to Essential Energy ABN 37 428 185 226 (User ID 402479) and who have completed all information and submitted an online Essential Energy Direct Debit Request form. In this Service Agreement any reference to Essential Energy includes its trading entity Essential Water. If you make a direct debit payment to Essential Water, information on your bank statement will be shown as a payment made to Essential Energy.**

## By entering into the Agreement Essential Energy will ensure that:

We will provide you at least 14 days notice before we change the terms of the debit arrangement.

We will keep information relating to your nominated financial institution account confidential, except where permitted by law or required for conducting direct debits with your financial institution and for a related query, dispute or claim.

We will debit your nominated financial institution account starting on the date nominated on the Direct Debit Request with following amounts deducted based on the frequency you also indicated on the Direct Debit Request. It is important to note that if the date falls on a Saturday, Sunday or a public holiday, monies will be deducted on the next business day.

## By entering into the Agreement you will ensure that:

There are sufficient clear funds available in the nominated account to meet each direct debit on the date you have nominated. It is your responsibility to ensure that these monies are left in the account if the nominated date falls on a public holiday, Saturday or Sunday as monies will not be deducted until the next business day.

You are aware that direct debiting through the Bulk Electronic Clearing System (BECS) is not available on all accounts; and, account details should be checked against a recent statement from its Financial Institution.

Essential Energy is to be given at least three business days notice if any of your Direct Debit Request details need to be changed. This includes BSB, nominated financial institution, account number or details, stop or deferring of amount to be deducted, suspension of future direct debits or cancelling of the direct debit.

# Direct Debit Request

**The fast, easy and convenient way to pay your water account.**

Please make a selection from below for the plan type most suitable to your needs.

All fields need to be completed accurately and clearly for us to process your request.



ABN 37 428 185 226

## ESSENTIAL WATER CUSTOMER DETAILS

Name of Customer(s)

Street Address of Property

Suburb

State

Postcode

Telephone AH (    )

Telephone BH (    )

Essential Water Customer Number

Mobile

## PAYMENT SECTION

(Please tick ☒ your preferred plan. Direct Debit is not available on some bank accounts. If in doubt please contact your financial institution.)

If an overdue amount exists, this will be drawn by your direct debit the day following our receipt of this form.

ate\*

on.

**EasyPay** – Weekly, fortnightly or monthly payments calculated by Essential Water based on your usage over a 12 month period.

If you wish to set up EasyPay, you do not need to complete this application form. Simply call us on 13 23 91 and we'll calculate and set up EasyPay over the phone.

## DETAILS OF YOUR BANK ACCOUNT TO BE DEBITED

Number

**Account**

**umber**

e of Financial Institution

**ch Name or Suburb where account is held**

You request Essential Water (User ID 402479) to arrange for funds to be debited through the bulk electronic clearing system (BECS) from the nominated institution account to pay your Essential Water account. You acknowledge reading the Direct Debit Request (DDR) Service Agreement conditions (printed overleaf) and agree to its terms. Your first payment will commence on either the "Due Date" of your account or

commencement date for instalment payments.

## To set up a direct debit from your credit card, please call 13 23 91

☐ Yes, I have read and agree with the associated terms and conditions.

Signature of Bank Account Holder	Date	Signature of Bank Account Holder	Date
	/		/

_____ Name of signatory	_____ Name of signatory
----------------------------	----------------------------

If joint account both signatures may be required. If a company, partnership or organisation, an authorised signatory must sign and print their title.  
Ensure all details are complete and correct. Then tear this form out and post it back.

Essential Energy trading as Essential Water

# We're here to help.

## Essential Service Centre

### Broken Hill

160 Beryl Street

**For general enquiries call 13 23 91**  
**[essentialwater.com.au](http://essentialwater.com.au)**

Essential Energy trading as Essential Water

