

Direct Debit Request (DDR) – Residential

Request and Authority to debit the account named below to pay Energy On Pty Ltd (User ID 535636).

PLEASE USE BLOCK LETTERS WHEN COMPLETING THIS FORM.

Customer Details

Energy On Customer Number: _____

Surname: _____

Given Names: _____

Contact Number: _____

Address: _____

Email: _____

Request and Authority to Debit

You authorise and request Energy On (User ID 535636) to arrange a debit to your nominated bank account or your nominated credit card any amount Energy On has deemed payable by you and as set out in this form (which may be amended from time to time).

This debit or charge may be made through the Bulk Electronic Clearing System (BECS) from your account nominated and will be subject to the terms and conditions of the Direct Debit Request Service Agreement.

Your Direct Debit service will commence from your next invoice and funds will be debited from your nominated account on the due date on the invoice.

Please tick and fill out one of the direct debit options - Bank Account Direct Debit OR Credit Card Direct Debit.

Bank Account Direct Debit

Bank Account Direct Debit does **not have a transaction fee**. Insert Bank Account details which you wish to have debited:

Financial Institution Name: _____

Account Name: _____

BSB Number (6 digits): _____

Account Number: _____

Credit Card Direct Debit

Credit card transactions will incur a **1.00% transaction fee**. Insert the Credit Card details which you wish to have debited:

Select your nominated card type: Visa MasterCard

Name on Credit Card: _____

Credit Card Number: _____

Expiry Date (MM/YY): _____

Acknowledgement

By signing and/or providing us with a valid instruction in respect to your DDR, you have understood and agreed to the terms and conditions governing debit arrangements between you and Energy On (User ID 535636) as set out in this DDR and in your Direct Debit Request Service Agreement.

Your signature

Signature: _____

Name: _____

Date: _____

Second signatory (if required)

Signature: _____

Name: _____

Date: _____

Direct Debit Request Service Agreement

This is your Direct Debit Service Agreement with Energy On Pty Ltd, ABN 90 145 225 485 (APCA ID 535636). It explains what your obligations are when undertaking a Direct Debit arrangement with us. It also details what our obligations are to you as your Direct Debit provider. Please keep this agreement for future reference. It forms part of the terms and conditions of your Direct Debit Request (DDR) and should be read in conjunction with your DDR authorisation.

1. Debiting your account

- 1.1. By signing a Direct Debit Request or by providing us with a valid instruction, you have authorised us to arrange for funds to be debited from your account. You should refer to the Direct Debit Request and this agreement for the terms of the arrangement between us and you.
- 1.2. We will only arrange for funds to be debited from your account as authorised in the Direct Debit Request; **or** we will only arrange for funds to be debited from your account if we have sent to the address, nominated by you in the Direct Debit Request, a billing advice which specifies the amount payable by you to us and when it is due.
- 1.3. Debit payment will be made on the due date of the billing advice.
- 1.4. If the debit day falls on a day that is not a business or banking day, we may direct your financial institution to debit your account on the following banking day. If you are unsure about which day your account has or will be debited you should ask your financial institution.

2. Amendments by us

- 2.1. We may vary any details of this agreement or a Direct Debit Request at any time by giving you at least fourteen (14) days written notice.

3. Amendments by you

- 3.1. You may change*, stop or defer a debit payment, or terminate (cancel) this agreement at any time by providing us with at least 7 days notification; by email to TheTeam@EnergyOn.com.au or post to PO Box 2624, Mount Waverley, VIC 3149; **or**, by telephoning us on 1300 323 263 from Monday to Friday, 9:00 am to 5:00 pm; **or**, by arranging it through your own financial institution, which is required to act promptly on your instructions.

***Note:** in relation to the above reference to 'change', your financial institution may change your debit payment only to the extent of advising Energy On of your new account details.

4. Your obligations

- 4.1. It is your responsibility to ensure that there are sufficient clear funds available in your account to allow a debit payment to be made in accordance with the Direct Debit Request.
- 4.2. If there are insufficient clear funds in your account to meet a debit payment:
 - a) you may be charged a fee and/or interest by your financial institution;
 - b) you may also incur fees or charges imposed or incurred by us; and
 - c) you must arrange for the debit payment to be made by another method or arrange for sufficient clear funds to be in your account by an agreed time so that we can process the debit payment.
- 4.3. You should check your account statement to verify that the amounts debited from your account are correct.

5. Dispute

- 5.1. If you believe there has been an error in debiting your account, you should notify us directly, as soon as possible, on 1300 323 263 or at TheTeam@EnergyOn.com.au so we can resolve your query quickly. Alternatively, you can take it up directly with your financial institution.
- 5.2. If we conclude as a result of our investigations that your account has been incorrectly debited we will respond to your

query by arranging for your financial institution to adjust your account (including interest and charges) accordingly. We will also notify you in writing of the amount by which your account has been adjusted.

- 5.3. If we conclude as a result of our investigations that your account has not been incorrectly debited we will respond to your query by providing you with reasons and any evidence for this finding in writing.

6. Account

- 6.1. You should check:
 - a) with your financial institution whether direct debiting is available from your account as direct debiting is not available through BECS on all accounts offered by financial institutions.
 - b) your account details which you have provided to us are correct by checking them against a recent account statement; and
 - c) with your financial institution before completing the Direct Debit Request if you have any queries about how to complete the Direct Debit Request.

7. Confidentiality

- 7.1. We will keep any information (including your account details) in your Direct Debit Request confidential. We will make reasonable efforts to keep any such information that we have about you secure and to ensure that any of our employees or agents who have access to information about you do not make any unauthorised use, modification, reproduction or disclosure of that information.
- 7.2. We will only disclose information that we have about you:
 - a) to the extent specifically required by law; or
 - b) for the purposes of this agreement (including disclosing information in connection with any query or claim).

8. Notice

- 8.1. If you wish to notify us in writing about anything relating to this agreement, please email TheTeam@EnergyOn.com.au or post to PO Box 2624, Mount Waverley, VIC 3149. We may send notices either electronically to your email address or by ordinary post to the address you have given us.
- 8.2. If sent by post, communications are taken to be received on the day they would be received in the ordinary course of post.

9. Definitions

"Account" means the account held at your financial institution from which we are authorised to arrange for funds to be debited.

"Agreement" means this Direct Debit Request Service Agreement between you and us.

"Banking Day" means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia.

"Debit Day" means the day that payment by you to us is due.

"Debit Payment" means a transaction where a debit is made.

"Direct Debit Request" means the Direct Debit Request between us and you.

"Energy On" has the same meaning as Energy On Pty Ltd.

"Us" or **"We"** means Energy On Pty Ltd, (the Debit User) you have authorised by requesting a Direct Debit Request.

"You" means the customer who has signed or authorised by other means the Direct Debit Request.

"Your Financial Institution" means the financial institution nominated by you on the DDR at which the account is maintained.