

## Origin Direct Debit Customer Service Agreement

This agreement outlines our commitment to you as a Direct Debit customer and your rights and responsibilities throughout the Direct Debit process.

### Direct Debit Discount for electricity and natural gas

- We will give you a 1% discount on the energy rate component of the charges payable by you for the supply of electricity or natural gas while you are paying your bills for that fuel by direct debit. The discount will commence a reasonable time after you arrange the direct debit. The discount will automatically end if you cancel the direct debit arrangements. We may also vary or cancel this discount by notice to you, which may be by a message on your electricity or natural gas bill (as applicable).

### Our commitment to you

- We will provide you with at least 14 days notice if any terms of the payment arrangement are to change.
- Where the Direct Debit Due Date falls on a non-working day or public holiday, we will draw the payment amount on the next business day.
- 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 on your customer account, at the Due Date of your Direct Debit unless otherwise specified by yourself.
- We will cancel your Direct Debit if you are no longer a customer of Origin after your final bill has been deducted. We may also cancel your Direct Debit by notice to you.
- If, as the result of the operation of a retailer of last resort scheme we cease to be your electricity or gas retailer, we will immediately cancel your Direct Debit payment schedule in respect of electricity and/or gas (which is relevant) and promptly notify both you and your Financial institution of that cancellation.

### Your rights

- You may terminate your Direct Debit payment schedule at any time by calling or writing to notify us or your Financial Institution at least 4 business days prior to your next payment date and we will cease to rely on your Direct Debit.
- If you notify us of the termination of your Direct Debit payment schedule, we will use our best endeavours to notify your Financial Institution as as soon as we can after the cancellation.

- You may stop a particular payment or change the amount and/or frequency of your payment schedule by calling or writing to notify us, to reach us at least 10 business days prior to your next payment date.
- Where you consider a payment has been initiated incorrectly, or there is a discrepancy in a payment amount, please contact us immediately so we can address your query.
- If at any time you wish to change your bank account or personal details, please advise us in writing, to reach us at least 10 business days prior to your next payment.

### Your commitment to us

- Ensure the bank account information supplied to us is correct by checking it against a recent statement from your Financial Institution.
- Advise us in writing if the bank account, as nominated by you to be debited, is transferred or closed.
- If you terminate your Direct Debit payment schedule by notification to your Financial Institution, use your best endeavours to notify us as soon as you can after the cancellation
- Ensure your nominated bank account can accept Direct Debits through the Bulk Electronic Clearing System (BECS). Direct Debit through BECS is not available on all Financial Institution accounts.
- Arrange a suitable alternate payment method from those shown on the back of your account should your Direct Debit payment schedule be cancelled, either by yourself or your nominated Financial Institution.
- 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.
- Upon finalisation of your customer account with us, all outstanding funds will need to be paid by the Due Date stated on the final bill.

### Fees and Charges

- We will notify you of any return unpaid transactions; and any applicable fee (plus GST) will be raised against your customer account.
- 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 don't hesitate to contact us on **13 24 61**.

Origin Energy Electricity Ltd 33 071 052 287, Origin Energy (Vic) Pty Ltd 11 086 013 283, Origin Energy Retail Ltd 22 078 868 425, Origin Energy LPG Ltd 77 000 508 369, Sun Retail Pty Ltd 97 078 848 549



origin

## DIRECT DEBIT REQUEST

**Your details** (as shown on your Origin account)

Title \_\_\_\_\_

First name \_\_\_\_\_

Surname \_\_\_\_\_

**Postal address**

Street \_\_\_\_\_

Suburb/Town \_\_\_\_\_

State \_\_\_\_\_

Postcode \_\_\_\_\_

**Origin account details**Please select:  Electricity  Gas  Hot water

Origin electricity account/customer number

Origin gas account number

Origin hot water account number

I/We authorise:

- you to arrange for funds to be debited from my/our account, as described in the schedule above, an amount (determined in accordance with the payment options section of this form) which Origin (User ID No.401938) may debit or charge me/us through the Bank Electronic Clearing System (BECS) until further notice in writing;
- you to verify the details of my bank account with my/our Financial Institution; and
- my/our Financial Institution to release information allowing Origin to verify my bank account details.

This authorisation is to remain in force in accordance with the terms described in the Origin Direct Debit Customer Service Agreement. Note: This Direct Debit arrangement will supersede any prior payment arrangements you may have entered into with Origin.

Signature(s) (if joint account, all signatures are required)

X

X

Date  /  / **Method of payment****Bank account**

Bank/financial institution \_\_\_\_\_

Branch \_\_\_\_\_

Your account name \_\_\_\_\_

BSB number  - Account number **Customer Payment Options****Payment options for electricity and/or natural gas**

Please select one of the following options. If you do not choose an option, the total amount will be debited.

 Full account payment (residential and business customers) Equal weekly payments\*\* (residential customers only) Equal fortnightly payments\*\* (residential customers only) Equal monthly payments\*\* (residential customers only)

\* We calculate the amount by dividing the total yearly estimated cost into weekly/fortnightly/monthly instalments.

† If a balance remains unpaid, you agree to pay the balance of the account on the due date by other payment methods.

Instalment start date Date  /  / 

Please pay your current bill using your usual preferred payment method as the direct debit request will take a minimum of 2 weeks to process.

**The easiest way to pay your bills**

We make it simpler to manage your finances.

You don't have to worry about sending cheques, visiting the Post Office or even remembering when payments are due - it's all taken care of automatically.

**How does it work?**

Stay in control of your finances by choosing one of the following convenient payment options:

- Total Amount on Due Date**

On the day your electricity, gas or hot water account is due, our bank will simply electronically transfer the amount owing from your nominated bank or financial institution,

- Smaller, Regular Amounts**

Residential customers only.

You can select fixed weekly, fortnightly or monthly payment options. We calculate the amount by dividing the total early estimated cost into weekly/fortnightly/monthly instalments and review against your energy consumption on a regular basis.

**Arranging Direct Debit**

It's simple. If you would like to pay for one or more of your Origin electricity, natural gas or hot water accounts by Direct Debit, simply complete the relevant sections of the application form and send it to Origin Request, GPO Box 1199, Adelaide SA 5001.

This form is for Direct Debit payments from a bank account only. To set up Direct Debit from your credit card, please call us on 13 24 61.

**For the convenience of Direct Debit simply fill in the information in this booklet and return to us at**

**Origin Request, GPO Box 1199, Adelaide SA 5001. Alternatively you can call 13 24 61 and we'll do the work for you.**