



Why stand in queues, post cheques or buy stamps?

Have your TRUenergy accounts paid by Direct Debit and you'll never have to worry about paying them again. With TRUenergy Direct Debit, you can have your accounts paid automatically from your bank account. It's easy, convenient and simple to arrange. Simply fill in the form showing your details, including the bank account your payment will be made from. Then detach the form below, seal and mail. No stamp is required. 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 first Direct Debit withdrawal will start on a day nominated by us or 12 working days after your next account is issued. If any payment falls on a non-working day, it will be debited to your account on the next working day following the scheduled drawing date. 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 133 466. 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 dishonoured 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 dishonoured 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 sufficient 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 133 466. 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.

TRUenergy Direct Debit Request

Quote ID (office use only)

Your details

Name

Supply address

Postcode

Phone

TRUenergy account details

Electricity Gas Both (separate bills) Dual Fuel (single bill)

TRUenergy **electricity** account No.

Only applicable if you have already been quoted a Dual Fuel monthly payment amount. If you would like more information, please call 133 466.

TRUenergy **gas** account No.

TRUenergy **Dual Fuel** account No.

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.

Account No.

(You can find this on your bank statement)

Branch

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 (for fortnightly and monthly):

Gas \$

Start date (for fortnightly and monthly):

Please note, fortnightly payments are not available for Dual Fuel.

Authorisation

I/we authorise and request TRUenergy (User ID numbers 061839 (Electricity) and 207333 (Gas) and 069439 (Dual Fuel)), 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 TRUenergy may debit or charge me/us through the Bulk Electronic Clearing Stream (BECS).

Signature/s

Date