

**Direct Debit** makes your monthly bill effortless to pay



Simply print, complete and return this form by  
Scan & Email: info@pooledenergy.com.au  
Mail: PO BOX 652  
Northbridge, NSW 2063

1300 364 703  
info@pooledenergy.com.au  
www.pooledenergy.com.au

**1. Your Pooled Energy customer account details** *(Must match the account holder details on your account)*

Full Name	<input type="text"/>
Address	<input type="text"/>
Telephone	<input type="text"/>
Email	<input type="text"/>
Account Number	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>

*(Leave blank if you haven't yet received your first bill)*

**2. Your payment method details**

(a)  Pay by Bank Account

or

(b)  Pay by Credit Card

Name of Financial Institution/Bank	<input type="text"/>
Name(s) of account to be debited	<input type="text"/>
Branch	<input type="text"/>
BSB	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Account Number	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>

Credit Card type	<input type="checkbox"/> VISA <input type="checkbox"/> Mastercard
Name on Credit Card	<input type="text"/>
Credit Card Number	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Expiry Date	<input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/>

**3. Your Authorisation**

I/We request and authorise Pooled Energy Ltd ABN 31 163 873 078 (User ID no. 314011) to arrange for any amount that Pooled Energy has deemed payable by me/us to be debited from my/our account at the financial institution/credit card issuer identified above. If the "Pay by Bank Account" option is selected, my/our account will be debited through the Bulk Electronic Clearing System and this authority remains in force in accordance with this Direct Debit Request Service Agreement.

Commencement Date  /  /   
*(Allow 10 days from receipt of form)*

Full Name   
*(Please Print)*

Signature

Date  /  /

If you're a Residential Customer, by signing this form, you warrant that you are an authorised signatory to the bank or credit card account nominated above. If you're a Business Customer or Corporate Customer, by signing this form, you warrant that you are authorised to initiate direct debit with the details provided. If your nominated bank account requires more than one person to sign, all account holders must complete and sign this form. If you are signing on behalf of a company, you warrant that you have the authority to enter into this agreement for and on behalf of that company.

#### 4. Direct debit service request agreement

- I. If the due date is a non business day, we will draw the amount on the next business day. If you are unsure about which day your nominated account has or will be debited, you should contact your financial institution.
- II. We will give you at least 14 days notice in writing of any changes to the terms of the arrangement including any changes to the nominated amount.
- III. We reserve the right to cancel the Direct Debit arrangement if two or more drawings are returned unpaid.
- IV. You can request that the next scheduled drawing be deferred, altered or stopped by giving us at least 7 business days notice prior to the next scheduled drawing. You may also stop a scheduled drawing by contacting your financial institution.
- V. We will keep your records and nominated account details confidential. We will only disclose this information to the extent required by law or for the purposes of this agreement (for example, we may be required to provide information to our bankers in connection with a claim or query made by you).
- VI. Our liability to you for any losses suffered by you as a result of an act or omission by us is limited to debiting your nominated account correctly and refunding you any amounts if necessary.
- VII. You may vary or terminate this Direct Debit arrangement by giving us at least 7 days prior notice. You may also contact your financial institution if you wish to terminate this Direct Debit arrangement. After cancellation, your payments must be made in accordance with the terms and conditions detailed in our Customer Consent Form and our Electricity and Pool Services Contract.
- VIII. If a drawing is returned unpaid, we may reverse any related payment to your account and request that you find an alternative method of payment. We may charge you a fee for any drawing dishonoured by your financial institution.
- IX. It is your responsibility to ensure that you have sufficient cleared funds in your nominated account to meet a drawing on its due date. You must arrange with us a suitable payment alternative if your nominated account is transferred or closed.
- X. You should check with your financial institution that direct debiting is available on your nominated account as Direct Debit is not available on all accounts offered by financial institutions. You should also check the details of your nominated account against a recent account statement. If you are unsure of these details, please check with your financial institution.
- XI. In the event that you disagree with any debit made under this arrangement with us, please contact us immediately. We will investigate your claim and will immediately refund you any amount which we determine we have incorrectly deducted. If you are unhappy with the outcome of our investigation, you may also contact your financial institution.
- XII. You may contact us on 1300 364 703 or write to us at PO BOX 652 Northbridge, NSW 2063 or alternatively contact us via email at [info@pooledenergy.com.au](mailto:info@pooledenergy.com.au)