

# Direct Debit service agreement

## Terms and conditions

1. By completing, signing and returning the Direct Debit Request or completing and submitting the online Direct Debit Request to Sydney Water Corporation (ABN 49 776 225 038) ("**Sydney Water**" or "**Us**"), you have entered into an arrangement under which you authorise and request Sydney Water to debit your nominated account through the Bulk Electronic Clearing System (BECS) or credit card with the amount due on your bill.
2. This Direct Debit Service Agreement sets out the terms and conditions under which Sydney Water accepts to act under the Direct Debit Request you provided. Please keep a copy of this Direct Debit Service Agreement. It sets out your rights and obligations to Sydney Water during the term of your Direct Debit arrangement.
3. Sydney Water will supply you with a written record confirming details of your Direct Debit Request.
4. When Sydney Water receives your completed Direct Debit Request, we will debit your nominated account or card (if registering online) on the due date for the total amount of your bill. If the due date falls on a weekend or public holiday, the debit request will be made on the next business day. If you have registered for Direct Debit after the due date of a current bill, we will send your payment request to your financial institution for immediate payment. If you are unsure when your Direct Debit will be processed, please contact your financial institution.
5. If your financial institution rejects your payment, Sydney Water will write to the property owner(s) advising our next course of action. Your financial institution may charge you a fee if they reject your payment. In addition, Sydney Water may also apply a dishonoured payment fee. Read more about Prices for other services at [www.sydneywater.com.au/ourprices](http://www.sydneywater.com.au/ourprices).
6. Sydney Water will not issue individual confirmation of debit payments made.
7. Sydney Water reserves the right to vary, stop or cancel any Direct Debit arrangements with at least fourteen days written notice.
8. If you wish to question or dispute any Direct Debit payment, notify us immediately in the first instance by calling 13 20 92 or writing to Sydney Water, Customer Payments, PO Box 974, Parramatta NSW 2124. We will investigate promptly. If we cannot resolve the matter you can refer it to your financial institution.
9. Sydney Water will continue to send a bill either electronically to your email address or by ordinary post to the address you have given us.
10. You may defer, alter, stop or cancel your Direct Debit arrangement at any time by calling us on 13 20 92 two business days before the due date as shown on your bill. You can also cancel the Direct Debit arrangement by contacting your financial institution directly. However, please also contact us to ensure we do not attempt to make a deduction from your nominated account or card.

11. By signing the Direct Debit Request or submitting the Direct Debit Request online, you represent and warrant that you are duly authorised to request the debiting of payments to be made in accordance with the Direct Debit Request and this Direct Debit Request Service Agreement.
12. Your personal information will be collected and used to make Direct Debit payments to Sydney Water. By submitting a Direct Debit Request, you consent to us using your personal information to process payments, for payment related communication, and to settle any disputes. We will keep your account and financial details confidential at all times and only disclose those details in order to debit payments from your nominated account or card, in connection to an alleged wrongful or incorrect debit or as otherwise required or permitted by law. Please visit [www.sydneywater.com.au/privacy](http://www.sydneywater.com.au/privacy) for more details on how we treat your privacy.

### What you should consider

It may not be possible to arrange Direct Debit through BECS for all account types. It is your responsibility to ensure that your nominated account or card accepts Direct Debits and that there are sufficient funds available on the relevant due date to allow for a debit payment. If in doubt, please ask your financial institution.

Before you complete your Direct Debit Request, we suggest you check your account or card details against a recent statement from your financial institution to ensure the details are correct.