



# Direct Debit Service Agreement

## Our commitment to you

Horizon Power is committed to providing you with an easy and secure way to pay your bill. When you sign up for direct debit with us, the exact amount owing on your bills will automatically be deducted from your nominated bank account or credit card on the dates they are due (if it is a working day).

## By submitting a request for direct debit, you declare that:

- All information supplied in your direct debit request is true and correct.
- You are authorised to ask for the debiting of payments from the customer account nominated in the direct debit request.
- You are the account holder of the bank account or credit card which is to be debited. In the case where a bank account or credit card is not a natural person (i.e., a corporation), you are suitably authorised to make the direct debit request.
- You give consent for Regional Power Corporation trading as Horizon Power (ABN 57 995 011 697 and User ID 303718) to arrange the withdrawal of funds from the bank account or credit card specified in the direct debit request. This will be done through the Bulk Electronic Clearing System, in accordance with the direct debit request, and applied to the payment of the customer account nominated in the direct debit request.
- You authorise this direct debit request to remain in place until cancelled or otherwise altered in accordance with the terms and conditions outlined in this Direct Debit Service Agreement.
- You understand that direct debit is only a method of payment and is not a formal payment arrangement to clear overdue charges on an account, and that a separate payment arrangement may need to be set up to clear outstanding charges.
- You acknowledge that it may take up to 5 business days to process this direct debit request.
- You accept the Direct Debit Service Agreement.

## What we will do

We will keep all information confidential unless it needs to be disclosed to process payments, investigate and resolve disputes or is required by law.

We will do everything we can to make sure all withdrawals are made on the due date shown on your bill. However, we accept no responsibility if the withdrawal cannot be made on this date, due to circumstances outside of our control.

Where the due date falls on a non-working day or public holiday in Western Australia, we will draw the payment on the next business day. You should contact your financial institution if you are uncertain when the payment will be processed.

We will advise you ahead of each withdrawal. We will do this by sending you a tax invoice (either electronically or as a hard copy, depending on your account preference) showing the amount owing and the due date, which is when the payment will be withdrawn from your nominated bank account or credit card.

We may cancel a direct debit plan at any time if you are no longer a customer of Horizon Power or if we are unsuccessful in debiting your account after one or more attempts.

All dishonor charges or credit card fees we receive from your financial institution will be passed onto you on your next bill.

If we change the Direct Debit Service Agreement, or your financial institution advises us of a fraudulent transaction or a dishonored payment, we will notify you in writing.

We will provide you with at least 14 days' notice if any terms of the direct debit arrangement are to change.

## What you need to know

Direct debits through the Bulk Electronic Clearing System are not available from all bank accounts or credit cards. Before applying, please check with your financial institution that your account can be direct debited.

You are responsible for ensuring that the account details you give to Horizon Power are correct by checking them against a recent bank statement or checking these with your financial institution.

You are responsible for making sure you have sufficient funds available on the due date of any withdrawal, and advising us if your bank account or credit card details change, are cancelled or expire.

For all matters relating to your direct debit request, including alteration or suspension of drawing arrangements, to defer a payment, or to investigate or dispute a previous payment, you should:

- (a) Contact Horizon Power on **1800 267 926** (residential) or **1800 737036** (business); and
- (b) Allow for 14 business days for the amendments to take effect or for a response to a dispute.

If our investigations show that your account has been incorrectly debited, we will arrange for your financial institution to adjust your account accordingly. We will also notify you in writing of the amount by which your account has been adjusted. If, following our investigations, we believe on reasonable grounds that your account has been correctly debited, we will respond to your query by providing you with reasons and copies of any evidence for this finding.

You can also refer your inquiry to your financial institution, which will obtain details from you of the disputed payment and may lodge a claim on your behalf.

You may stop or cancel your direct debit at any time by:

- Using *My Account* at [www.horizonpower.com.au/manage-my-account](http://www.horizonpower.com.au/manage-my-account) or calling us on **1800 267 926** (residential) or **1800 737 036** (business). You must contact us at least 5 business days before your next payment is due; or
- Contacting your financial institution.

You must make payment of any outstanding amounts after stopping or cancelling your direct debit by using another payment option. All payment options are outlined at [www.horizonpower.com.au/manage-my-account/pay-my-electricity-bill](http://www.horizonpower.com.au/manage-my-account/pay-my-electricity-bill). We reserve the right not to offer direct debit on certain types of Horizon Power accounts.

## Our privacy policy

We may use and/or disclose your information to your financial institution in order to process payments, to investigate a possible incorrect payment or in the event of a dispute. For more detailed information about how we collect, use and disclose your personal information, please refer to our privacy policy at [www.horizonpower.com.au/privacy-policy](http://www.horizonpower.com.au/privacy-policy)