



# DIRECT DEBIT REQUEST FORM

Cradle Mountain Water Account Number

## CUSTOMER DETAILS

Account Holder

Postal Address  
STREET   
SUBURB  POSTCODE

Property Address  
STREET   
SUBURB  POSTCODE

Please provide at least one contact number  
Home Telephone  Mobile Number   
Work Telephone  Email

## BANK / FINANCIAL INSTITUTION DETAILS

Direct Debit from Bank Account  
Account Name

Bank / Financial Institution   
BSB  Account Number

Direct Debit from Credit Card (Visa and MasterCard supported)  
Account Name   
Credit Card Number  Expiry  /

## PAYMENT DETAILS

Cradle Mountain Water will automatically estimate a payment amount to satisfy your current account balance and future obligations. This amount is reviewed annually. If however you elect to specify a particular payment amount, please note that it is your responsibility to ensure that your account balance is kept up to date in order to avoid the application of late fees and/or penalty interest.

Please select one of the following payment frequencies: Additional Preferences (optional):

<input type="checkbox"/> Quarterly (on due date)		Specific Payment Amount: <input type="text"/> \$
<input type="checkbox"/> Monthly	Preferred Date (eg 15 <sup>th</sup> of month) <input type="text"/>	(Minimum \$15)
<input type="checkbox"/> Fortnightly	Preferred Day (eg Friday) <input type="text"/>	Only provide this detail if you do not wish Cradle Mountain Water to calculate the amount for you ( <b>not available for quarterly payment option</b> )
<input type="checkbox"/> Weekly	Preferred Day <input type="text"/>	Commencement Date: <input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/>
		(Minimum 14 Days Notice Required)

## AUTHORISATION

- I/We:
- Have read, understood and agree to be bound by the terms of the Direct Debit Service Agreement,
  - Request and authorise Tasmanian Water & Sewerage Corporation (Northern Region) Pty Ltd ABN 13 133 655 062 to arrange for funds to be debited from my/our nominated account,
  - Authorise Tasmanian Water & Sewerage Corporation (Northern Region) Pty Ltd ABN 13 133 655 062 to verify my/our account details with my/our financial institution
  - Authorise my/our financial institution to release information allowing the Debit user to verify my/our account details
  - Warrant that I am/we are the authorised signatory/signatories on the nominated account

This authorisation is to remain in force in accordance with the terms contained in the Direct Debit Service Agreement

Signature <input type="text"/>	Signature <input type="text"/>	<b>OFFICE USE ONLY</b> Date Processed / / Processed by
Date <input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/>	Date <input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/>	

## DIRECT DEBIT SERVICE AGREEMENT

1. The Customer agrees to the debiting details as contained in the Direct Debit Request Form on the reverse side of this form.
2. Any amount paid in credit under direct debit is not refundable until cessation of the Customer contract and the discharge of all liabilities (if any) with Tasmanian Water & Sewerage Corporation (Northern Region) Pty Ltd ("Cradle Mountain Water") in relation to the Customer's account.
3. Cradle Mountain Water will annually estimate a suitable debit amount to satisfy your existing and future obligations, unless you have specified a particular debit amount, in which case this amount shall be periodically debited from your nominated account until otherwise advised.
4. Changes to Bank / Financial Institution details - In all cases a new direct debit request must be completed. The new completed direct debit request must be received by Cradle Mountain Water 14 working days before the next scheduled payment date to ensure that it is processed in time. Provided that the new details relate to the same Cradle Mountain Water account, cancellation of the previous direct debit arrangement is automatic.
5. Cancellation - A direct debit arrangement may be cancelled at any time by phoning Cradle Mountain Water on 13 6992 at least 2 working days prior to the next scheduled payment date. It is your responsibility to cancel a direct debit arrangement on sale of property (given there is often a time delay before Cradle Mountain Water receives notification of a change of ownership). Otherwise direct debit payments shall continue to be processed until any outstanding charges are paid.
6. Where quarterly direct debit deductions are chosen, Cradle Mountain Water will lodge the authorisation with its financial institution on the quarterly account due date. This quarterly account shall be issued to you 30 days prior to it being due. Refer to point Number 12.  
Where weekly, fortnightly or monthly direct debit deductions are chosen, Cradle Mountain Water will lodge the authorisation with its financial institution 14 days after the date of processing unless you have specified a particular payment day/date.  
Confirmation of the payment amount and payment schedule shall be provided to you at least 7 days prior to the payment being processed. Refer to point Number 12.
7. For all matters relating to the direct debit arrangements, the Customer will need to:  
Phone: 13 MYWATER (13 6992)  
Mail to: Cradle Mountain Water  
PO Box 3147DC  
ULVERSTONE TAS 7315  
Email: [enquiries@cmwater.com.au](mailto:enquiries@cmwater.com.au)  
In Person: **Cradle Mountain Water Customer Service Centres**  
DEVONPORT - 23 Stewart St, Devonport  
BURNIE - Columar Court, 4 22 Wilmot St, Burnie  
QUEENSTOWN - 17 Orr St, Queenstown
8. The Customer should be aware that account details should be checked against a recent statement from

your Financial Institution. If you are in any doubt, you should check with your financial institution before completing the direct debit request.

9. As it may take some days to reach your account, it is your responsibility to ensure sufficient funds remain available.  
Cradle Mountain Water fees may apply where there are insufficient funds or incorrect account details are provided.
10. Cradle Mountain Water does not charge an extra fee for payment by direct debit however a direct debit deduction is a transaction on your bank account so your financial institution may impose an account fee if you exceed your account transaction limit.
11. For returned unpaid transactions, the following procedures will apply:
  - On the first occasion - A letter will be sent to the Customer advising of failed Direct Debit.
  - On the second occasion - A final notice will be sent.
  - On the third occasion - The direct debit will be cancelled and legal action taken for any overdue amount. This may also include the application of late fees and/or penalty interest.
12. If the due date for payment falls on a non-working day or public holiday, the payment will be processed on the next working day after. Refer point Number 9.
13. This arrangement will remain in force until terminated or cancelled. See point Number 5.

## PERSONAL INFORMATION PROTECTION ACT (2004) (TAS)

Personal information may be collected from you in providing water and sewerage services and ancillary activities. It will be used to manage our general dealings with each other, and specific matters such as account billing and concessions, development applications, and the administration of complaints. It will not be used or disclosed except: for the purpose for which it was collected; as permitted or required by law; to our contractors and agents when we engage them to perform or assist in a relevant function or activity; and to other public sector bodies where necessary for the efficient storage and use of the information. At all times your personal information will be managed in accordance with the Act and may be accessed by the individual to whom it relates on request to Cradle Mountain Water, at the address as disclosed on this form. You may be charged a fee for this service.

A failure to provide necessary information may result in your matter, application or complaint not being able to be processed or the service not being able to be provided.

### Please return this Direct Debit Request Form to:

Mail to: Cradle Mountain Water  
PO Box 3147DC  
ULVERSTONE TAS 7315  
Email: [enquiries@cmwater.com.au](mailto:enquiries@cmwater.com.au)

For any enquiries please contact 13 MYWATER (13 6992)