



Direct Debit Request

Request and authority to debit the account named below and pay QEnergy Pty Ltd (QEnergy – debit user 359618)

Company Name:

ABN / ARBN:

I / we request and authorise QEnergy Pty Ltd to arrange for the amounts described in the QEnergy Market Contract and its associated Terms and Conditions to be debited through the Bulk Electronic Clearing System from the account nominated below and held at the financial institution identified below, and paid to Qenergy Pty Ltd subject to the terms and conditions of the Direct Debit Request Service Agreement.

Your financial institution

Name:

Your nominated bank account

Account name:

Branch number:

Account number:

Acknowledgment

By signing this Direct Debit Request you acknowledge having read and understood the QEnergy Market Contract and its Terms and Conditions, and the Direct Debit Service Agreement which provides you with the terms and conditions governing the debit arrangements between you and QEnergy Pty Ltd.

Debit Frequency

QEnergy will first debit your nominated bank account for the amount specified in the Market Contract on the day that QEnergy becomes financially responsible for your electricity supply. Your nominated bank account will be debited monthly on the same date thereafter for the amounts described in the Market Contract.

Your authorisation

All authorised bank account signatories must sign and date this Direct Debit Request.

Signature(s):

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Name(s):

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Capacit(ies) for signing:

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Date(s):

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Please fax this Direct Debit Request back to **QEnergy** on **07 3041 6992**.



Direct Debit Service Agreement

1 Debiting Your Account

- 1.1 *By signing the associated Direct Debit Request, you are authorising QEnergy Pty Ltd (QEnergy) to debit funds from your nominated bank account.*
- 1.2 *This Direct Debit Request also relates to your QEnergy Market Contract and its Terms and Conditions. You should refer to that Market Contract, the Direct Debit Request and this Service Agreement for the terms of our arrangement.*
- 1.3 *We will first debit your nominated bank account on the day that QEnergy becomes financially responsible for your electricity supply. We will then debit your nominated bank account monthly on the same date thereafter.*
- 1.4 *We will initially debit your account the amount stated in your QEnergy Market Contract. In accordance with the Terms and Conditions of that Market Contract, we may subsequently adjust the amount of your direct debit if required after your electricity meter has been read.*
- 1.5 *If you request an additional service such as a new meter, QEnergy will debit the amount for that service from your nominated bank account.*
- 1.6 *If your debit does not fall due on a banking day, your nominated bank account will be debited on the preceding banking day.*
- 1.7 *We may vary any details of this Service Agreement or the Direct Debit Request in a manner consistent with the Terms and Conditions of your QEnergy Market Contract at any time by giving you at least 14 days' written notice.*
- 1.8 *QEnergy commits to keeping any information about you in your Direct Debit Request confidential. We will only disclose information that we have about you to the extent specifically required by law or for the purpose of this agreement (including in connection with any query or claim).*
- 1.9 *If you want us to disconnect your premises, we need 20 business days' notice and a forwarding address for your final bill. If you don't give us the required notice, you will be responsible for any electricity consumed at your nominated premises until another electricity retailer becomes responsible for them or we enter into a Market Contract with the next occupant.*
- 1.10 *If you choose to terminate your Market Contract early we may charge an early termination fee of \$75, as well as passing on to you any additional costs for final billing or any outstanding meter installation costs incurred on your behalf. The whole amount will be debited from your nominated bank account.*
- 1.11 *QEnergy may terminate your Market Contract and disconnect your supply within the rules set out by the applicable regulation. This may include where your account remains unpaid and we have arranged for the disconnection of the electricity supply to your premises, and any right you have to be reconnected has elapsed. We may also terminate your Market Contract if we find that the credit or usage information you have supplied us is false.*

2 Your Obligations

- 2.1 *It is your responsibility to ensure that the authorisation given to draw on your nominated bank account is identical to the account signing instructions held by the financial institution where the account is held.*
- 2.2 *You should check with your financial institution whether direct debiting is available from your account as direct debiting is not available on all accounts offered by financial institutions. You should also check your account details as provided to us are correct by checking them against a recent Account B statement.*
- 2.3 *It is your responsibility to ensure that there are sufficient clear funds available in your nominated bank account to allow a debit payment to be made in accordance with the Direct Debit Request.*
- 2.4 *If there are insufficient clear funds in your nominated bank account to meet a debit payment you may be charged a fee and /or interest by your financial institution. QEnergy may also recover any external costs that we incur as well as a nominal handling charge.*
- 2.5 *You should check your statement to verify that the amounts debited from your nominated bank account are correct.*
- 2.6 *It is your responsibility to advise us if your nominated bank account is transferred or closed.*
- 2.7 *It is your responsibility to arrange with us a suitable alternate payment method if wish to terminate your QEnergy Direct Debit drawing and your QEnergy Market Contract.*

3 Concerns

- 3.1 *If you believe that there has been an error in debiting your account, you should notify us directly. You may also give notice through your nominated financial institution.*
- 3.2 *If you want to question a bill, we will review it using our complaints process. We will tell you the outcome of the review as soon as possible but within 20 business days of your request. While there is no charge for the review, you do need to pay for that part of the billed amount we both agree is payable, or the monthly average of the previous twelve months. You must also continue to pay any future bills. If the review shows the bill was correct, you must pay any outstanding balance on the bill. If the bill was incorrect and we have received your payment, we will credit the overcharge directly to your nominated bank account.*
- 3.3 *If you are not satisfied with the review, you can ask for your meter to be tested. Where the meter is found to be faulty or inaccurate, it will be repaired and there will be no charge for the test. If there is no fault with the meter, you must pay for both the test and the outstanding balance of the bill.*
- 3.4 *If we conclude as a result of our investigations that your nominated bank 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 which your account has been adjusted. If we conclude as a result of our investigations that your account has not been incorrectly debited we will respond to your query by providing you with reasons and any evidence for this finding.*
- 3.5 *Any queries you may have about an error made in debiting your account should be directed to QEnergy in the first instance so that we can attempt to resolve the matter between ourselves. If we cannot resolve the matter you can still refer it to your financial institution which will obtain details from you of the disputed transactions and may lodge a claim on your behalf.*
- 3.6 *If you wish to notify us in writing about anything relating to this agreement you should write to QEnergy at Level 22, 288 Edward St, Brisbane QLD 4000 or contact us by fax (07 3041 6992) or email on help@qenergy.com.au.*
- 3.7 *You may terminate your QEnergy Direct Debit drawing arrangements and hence Market Contract at any time by giving written notice directly to us, or through your nominated Financial Institution. Notice given to us should be received by us at least 20 business days prior to the due date. If you choose to terminate your Market Contract early we may charge an early termination fee of \$75, as well as passing on to you any additional costs for final billing or any outstanding meter installation costs incurred on your behalf. The whole amount will be debited from your nominated bank account.*
- 3.8 *You may request change to the drawing amount and / or frequency of QEnergy drawings by contacting us and advising your preferences no less than 20 business days prior to the due date. QEnergy may however respond in line with the Terms and Conditions of our Market Contract.*
- 3.9 *You may stop payments on your QEnergy Direct Debit drawing and hence Market Contract by giving written notice directly to us, or through your nominated Financial Institution. Notice given to us should be received by us at least 20 business days prior to the due date. However if a debit from your account is due and dishonoured, we may send you a notice giving a further five business days to make payment and may recover any external costs that we incur as well as a nominal handling charge. Where your account remains unpaid and we have arranged for the disconnection of the electricity supply to your premises, and any right you have to be reconnected has elapsed, QEnergy may terminate your Market Contract and disconnect your supply within the rules set out by the applicable regulation.*