



Quality Documentation Service Agreement

Customer Direct Debit Request Service Agreement

SCS-021
Revision 01

1.1 Our Commitment to you

This document outlines our service commitment to you, in respect of the Direct Debit Request (DDR) arrangements made between South Gippsland Region Water Corporation, 253830 and you. It sets out your rights, our commitment to you and your responsibilities to us.

1.1.1 Initial terms of the arrangement

In terms of the Direct Debit Request arrangements made between us and signed by you, we undertake to periodically debit your nominated account for the agreed amount of water and wastewater charges.

1.1.2 Drawing arrangements

The first drawing under this Direct Debit arrangement will occur on or within 2 days of the nominated day.

If any drawing falls due on a non-business day, it will be debited to your account on the next business day following the scheduled drawing date.

We will give you at least 14 days notice in writing if changes to the initial terms of the arrangement are made. This notice will state the new amount, frequency, next drawing date and any other changes to the initial terms.

If you wish to discuss any changes to the initial terms, please contact our Customer Service Team on 5682 0444 or write to our Foster office (see address below).

1.2 Your Rights

1.2.1 Changes to the arrangement

You have the right to make changes to the drawing arrangements, however, these must be made in writing to the below address.

These changes may include:

- Deferring the drawing;
- Altering the schedule;
- Stopping an individual debit;
- Suspending the DDR; or
- Cancelling the DDR completely.

1.2.2 Enquiries

All enquiries should be directed to us, rather than to your financial institution.

All communication addressed to us should include your account number and property address.

1.2.3 Privacy

All personal customer information held by us will be kept confidential except that information provided to our financial institution to initiate the drawing to your nominated account.

1.2.4 Disputes

If you believe that a drawing has been initiated incorrectly, we encourage you to take the matter up directly with us by contacting our Customer Service Team on 5682 0444.

If you do not receive a satisfactory response from us to your dispute, contact your financial institution who will respond to you with an answer to your claim:
within 5 business days (for claims lodged within 12 months of the disputed drawing); or
within 30 business days (for claims lodged more than 12 months after the disputed drawing)

You will receive a refund of the drawing amount if we cannot substantiate the reason for the drawing.

Your financial institution will ask you to contact us to resolve your disputed drawing prior to involving them.

1.3 Your Commitment to us

It is your responsibility to ensure that:

your nominated account can accept direct debits (your financial institution can confirm this);
that on the drawing date there is sufficient cleared funds in the nominated account; and
that you immediately advise us if the nominated account is transferred or closed.

If your drawing is returned or dishonoured by your financial institution, we will telephone or write to you within 5 business days. Any transaction fees payable by us in respect of the above will be added to your South Gippsland Water "Service Account". South Gippsland Region Water Corporation reserves the right to cancel this Agreement where a drawing has been returned or dishonoured.

This document is to be reviewed in *October 2013* or earlier as required.

This document must not be released to external parties without approval by the Managing Director.

DOCUMENT APPROVAL		
Area Supervisor Approval:	Barry Phillips	Date: 10/10/2011
Managing Director Signature:		