



DIRECT DEBIT FORM

I/We request People Energy Pty Ltd to arrange for funds to be debited from my/our nominated account at the financial institution as per schedule below. This debit or charge will be made through the Bulk Electronic Clearing System (BECS) from your account held at the financial institution you have nominated below and will be subject to the Direct Debit Terms and Conditions.

Account Number

Customer Name

Address

Phone Number

Email Address

Schedule: Payments will be debited on the due date. If the scheduled date is not a business day, the debit will take place on the next business day.

YOUR BANK ACCOUNT DETAILS

Note: Direct Debiting is not available on all accounts. If in doubt, refer to your financial institution.

Bank Name

Bank Branch

Account Name

BSB Number

Account Number

ACKNOWLEDGEMENT

I/We have read and agree to the Direct Debit Terms and Conditions attached. I/We request that this Direct Debit Request remain in force until canceled, deferred or otherwise altered in accordance with the Direct Debit Terms and Conditions. I/We confirm the account details set out above are correct and that this Direct Debit Request is signed by the number of authorised

1. Signature(s)

Date

2. Signature(s)

Date

Direct Debit Terms and Conditions between both you the customer and People Energy Pty Ltd:

- Ensure your nominated bank account can accept Direct Debit through the Bulk Electronic Clearing System (BECS) as BECS is not available through all Financial Institutions.
- If your energy account has an overdue amount prior to the Direct Debit agreement commencing, this amount will be debited from your nominated financial account along with your first scheduled Direct Debit payment.
- If your nominated Direct Debit account is either to be transferred or closed you must provide us with at least five business days prior notice.
- Payments falling on a non-business day will be deducted from your nominated financial account on the next business day.
- People Energy will deduct payment to a maximum of the amount due on your account at the Due Date of that account unless otherwise specified by you.
- People Energy will discontinue your Direct Debit arrangement if three consecutive payments are refused by your financial institution. You must then pay your energy bills using another People Energy payment option.
- If you wish to change your Direct Debit agreement (including your bank details), you must provide People Energy with a new authority at least five business days prior to the next scheduled payment.
- To terminate your Direct Debit agreement you must either over the phone or in writing notify People Energy or your financial institution at least five business days prior to your next scheduled payment.
- If you cancel your Direct Debit authority by notifying your financial institution, you must use your best endeavours to notify People Energy as soon as practicable after the cancellation.
- If you cancel your Direct Debit Authority, People Energy will make best endeavours to notify your financial institution and we will no longer rely on this Direct Debit authority.
- If you cease being a customer of People Energy, a final account will be sent to you and the amount due will be debited from your nominated financial account. Thereafter your Direct Debit authority will be cancelled.
- People Energy reserves the right to, at any time, withdraw this product or stop or change a Direct Debit agreement with 14 days prior notice
- In the event that People Energy ceases to trade or a retailer of last resort scheme occurs; all Direct Debit authorities will be cancelled promptly and both you and your financial institution will be notified.
- If you wish to raise a dispute about any agreement details or your Direct Debit Payments please contact People Energy's Customer Service Team on 1300 788 970.

Fees and Charges

- Bank transaction fees and Government taxes may apply.
- If sufficient funds are not available in your nominated financial account at the time of processing a payment, a dishonour fee may be charged by both your financial institution and People Energy to cover reasonable administrative and processing costs.

Privacy and Confidentiality

We will keep all information about your nominated bank account private and confidential, only to be disclosed at the request of you, the Customer, or your Financial Institution in connection with a claim made to an alleged incorrect or wrongful debit.

HOW TO CONTACT US

Enquiries

You can contact us directly or alternatively contact your financial institution. These should be made at least 7 working days prior to the next scheduled drawing date.

Alternatively, you can contact us via:

Phone: 1300 788 970

Email: payments@peopleenergy.com.au

Mail: Locked Bag 5757, Melbourne GPO, VIC 3000

Please include your Account Number in all your communication sent.