



Direct Debit Agreement

This agreement outlines our commitment to you as a Direct Debit customer and your rights and responsibilities throughout the Direct Debit process.

Our commitment to you

- We will provide you with at least 14 days notice if any terms of the payment arrangement are to change.
- 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.
- We will deduct payment from your account, to a maximum of the amount due on your customer account, on the 8th day of each month starting a minimum of 1 month after you purchase the solar system (Due Date). We will cancel your Direct Debit once your invoice has been paid in full.

Your rights

- You may terminate your Direct Debit payment schedule at any time by calling or writing to notify us or your Financial Institution at least 4 business days prior to your next payment date, as long as you arrange for full payment immediately via an alternative method as set out below.
- If you notify us of the termination of your Direct Debit payment schedule, we will use our best endeavours to notify your Financial Institution as soon as we can after the cancellation.
- Where you consider a payment has been initiated incorrectly, or there is a discrepancy in a payment amount, please contact us immediately so we can address your query.
- If at any time you wish to change your bank account or personal details, please advise us in writing, to reach us at least 10 business days prior to your next payment.

Your commitment to us

- Ensure the bank account information supplied to us is correct by checking it against a recent statement from your Financial Institution.
- Advise us in writing if the bank account, as nominated by you to be debited, is transferred, closed or the Direct Debit is cancelled.
- If you terminate your Direct Debit payment schedule by notification to your Financial Institution, use your best endeavours to notify us as soon as you can after the cancellation.
- Ensure your nominated bank account can accept Direct Debits through the Bulk Electronic Clearing System (BECS). Direct Debit through BECS is not available on all Financial Institution accounts.
- If your Direct Debit payment schedule is cancelled, either by you or your nominated Financial Institution, you must arrange for immediate payment in full of all outstanding instalments as set out in your tax invoice for the solar purchase, via a bank cheque or other payment method agreed to by us.
- Ensure sufficient funds are available in the nominated bank account to meet a payment on its Due Date. If sufficient funds are not available, we reserve the right to cancel the Direct Debit payment schedule arrangements by your nominated Financial Institution, and to arrange with you payment in full via an alternate payment method.

Fees and Charges

- We will notify you of any return unpaid transactions; and any applicable fee (plus GST) will be invoiced to you.
 - If your nominated bank account has insufficient funds to cover a payment you are responsible for any costs we incur as a consequence of covering payment.
- If you have any enquiries regarding stops, cancellations, or require payment assistance, please don't hesitate to contact us on 1300 277 167.

01.06.2011

I have read and understand the Direct Debit Agreement and
I/We authorise the following
I/We do not authorise the following

I/We authorise:

1. you to arrange for funds to be debited from my/our nominated account in an amount and as described (a) in the on-line application form in steps 4 and 5; or (b) by our telephone operator at the time you made the solar purchase, and as set out in the tax invoice you will receive after your purchase, which Origin Energy (User ID No. 069216 or User ID No. 227667 or User ID No. 018325 or User ID No. 087021) may debit or charge me/us through the Bank Electronic Clearing System (BECS) until further notice in writing;

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Origin

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2. you to verify the details of the above mentioned account with my/our Financial Institution; and

3. my/our Financial Institution to release information allowing Origin Energy to verify the above mentioned account.

This authorisation is to remain in force in accordance with the terms described in the Origin Energy Direct Debit Agreement and the solar purchase Contract Document.

Note: This Direct Debit arrangement will only apply for the solar purchases under an instalment plan and will not supersede any prior payment arrangements you may have entered into with Origin Energy for other products and services.