Roxby Power Direct Debit Service Terms and Conditions

Roxby Power customers can enjoy the convenience of a Direct Debit service that allows an electricity bill to be automatically paid when it is due from a nominated savings or cheque account.

By authorising Roxby Power to apply Direct Debit transactions to the nominated account, you are accepting the following Terms and Conditions.

General

- The Direct Debit service is available for paying the full amount of a quarterly bill and for making monthly Flexipay payments.
- You are responsible for ensuring that the nominated bank account can accept Direct Debit transactions.
- Payments falling on a non-business day will be deducted from your nominated financial account on the next business day.
- Bank transaction fees and Government taxes may apply.
- If your Roxby Power account has an overdue amount at the time your Direct Debit Authorisation comes into effect, this amount will be debited from your nominated financial account on the following scheduled quarterly payment by date of the receipt of your Direct Debit Service Authorisation.
- If sufficient funds are not available in your nominated financial account at the time of processing a Direct Debit Transaction, a dishonour fee may be charged by both your financial institution and Roxby Power to cover reasonable administrative and processing costs.
- Roxby Power may discontinue your Direct Debit Service if three consecutive payments are refused by your financial institution. You will be notified if this occurs and you must then pay your electricity bills using another payment method.
- If you wish to change your Direct Debit Service (including your bank details), you must provide Roxby Power with a new Direct Debit Service Authorisation at least three business days prior to the next scheduled payment.
- To terminate an existing Direct Debit Service, you must notify Roxby Power in writing at least three business days prior to your next payment.
- If you cancel your Direct Debit Service, we will no longer use Direct Debit as your payment method. You will need to make payment by some other method acceptable to Roxby Power.
- If you are closing your account with Roxby Power, a final account will be sent to you and the amount due will be debited from your nominated financial account.
- Roxby Power may vary these Direct Debit Terms and Conditions, including withdrawing the Direct Debit Service, at any time. If we vary these Direct Debit Terms and Conditions, we will provide you with written notice of the change at least 14 days prior to your next scheduled payment.
- If Roxby Power withdraws the Direct Debit Service, all authorisations will be cancelled immediately and you will need to pay your electricity bills using another payment method.

Flexipay Payments

- The Flexipay option allows you to make fixed monthly pre-payments towards your next Quarterly Bill. Customers may choose this option to help with cash-management.
- Customers who have a poor payment history or credit rating may be required to make Flexipay payments of a value nominated by Roxby Power. The conditions under which this may occur are set out in the Roxby Power Standard Contractual Terms and Conditions – these can be downloaded from the Council web site.
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- The specified monthly payment will be automatically deducted from your nominated account on the 20th day of each month (or the next business day if the 20th day of the month is not a business day).

- Over time, you may find that the amount currently being deducted is not sufficient to cover your Quarterly Bill. The Electricity Services Officer will contact you and discuss a variation to the amount if this occurs. If the amount is varied, you will be asked to submit a new Direct Debit Authorisation.

- If for any reason the payment cannot be deducted from your nominated account as scheduled, we will attempt to deduct the amount then due the following month. You will be notified in writing each time a payment transaction fails.

- After 3 consecutive failed transactions, Roxby Power will cancel your Direct Debit Service.

Contact Roxby Power on (08) 8671 0010 for assistance or if you have a dispute about any payment-related matters.