



## Direct Debit Request (DDR) Rates and Water Account Payments

Complete and return this form to pay your Rates and Water accounts the easy way with Direct Debit



New     Cancel     Change Amount     Change Bank Details     Change Property

**See over page for Terms and Conditions relating to this Direct Debit Request (DDR) Service Agreement**

### Applicant/Ratepayer

Applicants Name

Postal address

Telephone

Mobile

Email

I/We authorise Byron Shire Council to arrange for funds to be debited from my/our account at the financial institution nominated below as per the terms and conditions contained within this agreement.

Signature

Date

Signature

Date

### Bank Details (Credit Card accounts NOT accepted)

Name of Financial Institution or Bank

Branch

BSB No.

Account No.

Account Name

### Property Details

Assessment No.

Property Address

Payment Frequency (please tick)

Rates

Water

Date of Commencement \*

Weekly

\$

\$

Fortnightly

\$

\$

Monthly

\$

\$

Rates Quarterly

\$ as per notice (31 August, 30 November, 28 February, 31 May)

Water Quarterly

\$ as per notice (dates may vary due to meter reading process)

Rates Annually

\$ as per rate notice yearly total amount (31 August)

**PLEASE NOTE:** \* All weekly and fortnightly direct debits will be processed on a Thursday

\* Monthly debits are processed on the first day of each calendar month

Please tick box if you wish to receive an email confirmation that your direct debit has been processed. Your future notices will indicate a direct debit agreement is active.



## Service Agreement for Direct Debit Request (DDR)

This DDR agreement is between the Direct Debit User (Byron Shire Council User ID No 069853) and you (the Customer).

### Our Commitment

- We undertake to periodically debit your nominated account for the agreed amount on agreed payment dates for rates and charges and/or water and sewer usage charges.
- Notices will continue to be issued in accordance with the provisions of Section 546 of the Local Government Act, 1993 at least 30 days prior to quarterly due dates.
- We will provide a minimum of fourteen (14) days notice of changes to the terms of this arrangement.
- Any disputed transactions must be referred to Council for review in the first instance. Council will provide a written outcome within five (5) working days.
- **PRIVACY & PERSONAL INFORMATION PROTECTION NOTICE**  
Purpose of collection: Payment of Rates and Charges  
Intended recipients: Council Rates Staff  
Storage: This form will be placed on a relevant file and/or will be saved on Council's main records management database when the request has been processed and the enquiry completed.

### Your Responsibilities

- This DDR will remain in place until such time as you, the customer, contacts us to cancel this request.
- Customers may defer, alter or cancel the DDR by providing us with a minimum of five (5) working days written notice.
- Ensure that the nominated account can accept Direct Debits (credit cards not accepted).
- Ensure that **CLEARED** funds are available in the account on any drawing date.
- Any debit, which is dishonoured, will be reversed from the rate or water account and a dishonour fee will be charged to your account. Please refer to Council's Fees and Charges.
- If paying periodically, the full quarterly amount listed on your notice is paid by the due date to avoid interest charges
- It is your responsibility to ensure that your weekly, fortnightly or monthly debits are sufficient to pay your charges for the financial year

### General

Any debit due to be drawn on a non-business day may be drawn on the next business day by your financial institution.

Please refer all **enquiries** to Council's Rating Team by phoning 02 6626 7007 on working days between 8.30am and 4.30pm.

#### Return completed forms to;

##### By mail

Byron Shire Council  
PO Box 219  
MULLUMBIMBY NSW 2482

##### In person

Council's Administration Office  
70 Station Street  
MULLUMIMBY NSW 2482

##### By email

[rates@byron.nsw.gov.au](mailto:rates@byron.nsw.gov.au)