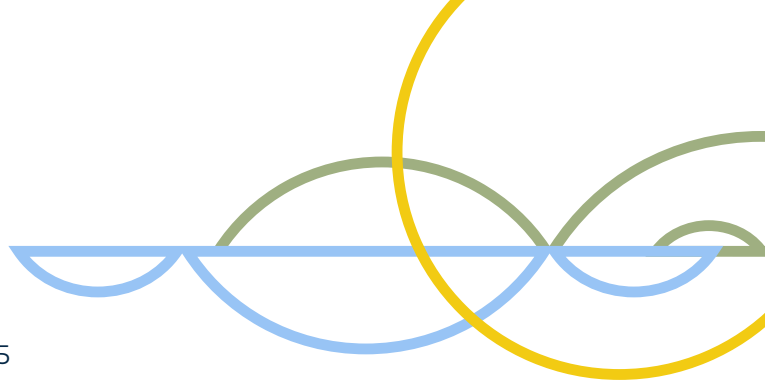




Tiaki Wai, Level 4, 25 Victoria Street, Petone
PO Box 38340, Wellington Mail Centre, Lower Hutt 5045
0800 TIAKI WAI (0800 842 549)
directdebits@tiakiwai.uhcc.govt.nz

Direct Debit Form

Property Details – refer to your latest Tiaki Wai bill to find this information

Water services account number

Enter the details of your property below

Street
Suburb City Postcode

Contact Details

Given name(s)
Family name
Email Phone

We'll only use this information to confirm we've received your direct debit form or to contact you if needed.

Direct Debit Payment Frequency

This direct debit will be used to pay your water charges – including drinking water, wastewater, and stormwater.

How often would you like your direct debit to run?

☐ Quarterly on invoice due date ☐ Monthly ☐ Fortnightly ☐ Weekly

Enter your direct debit start date (*this needs to be at least five working days from the date you submit this form*)

/ /

Only complete this section if you have a water meter that is billed separately. Otherwise, leave it blank.

☐ I also authorise this direct debit to pay my metered water usage bill in full on the due date.

Water usage account number (from your Tiaki Wai invoice)

Before any direct debit is processed, we'll send your invoice and payment details to the email address your council has on record for your property, or to the billing address held in your council's system if no email address is available.

Once you've completed the form, email it to directdebits@tiakiwai.uhcc.govt.nz or post it to the PO Box above.

Direct Debit Authority

Name of my account to be debited (acceptor)		Initiator's Authorisation Code	
		0129295	
Name of my bank:		Approved	
		2929 05/2026	
Bank	Branch	Account	Suffix

I authorise you to debit my account with the amounts of direct debits from Tiaki Wai Ltd – Upper Hutt with the authorisation code specified on this authority in accordance with this authority until further notice.

I agree that this authority is subject to:

- The bank's terms and conditions that relate to my account, and
- The specific terms and conditions listed below.

Your bank statement will show your water account number as the payment reference.

Authorized signature/s: _____ Date: ____/____/____

This Authority operates under the following Dual Notice period conditions:

0-Day

I may ask my bank to reverse a direct debit up to 120 calendar days after the debit if:

- I don't receive a written notice of the amount and date of each direct debit from the initiator, or
- I receive a written notice but the amount or the date of debiting is different from the amount or the date specified on the notice.

The initiator may only send a direct debit if you have:

- asked the initiator to send it, and
- agreed the amount of the direct debit.

The initiator is required to give you a written notice of the amount and date of each direct debit no less than the date of the debit.

10 Days

I may ask my bank to reverse a direct debit up to 120 calendar days after the debit if:

- I don't receive a written notice of the amount and date of each direct debit from the initiator, or
- I receive a written notice but the amount or the date of debiting is different from the amount or the date specified on the notice.

The initiator is required to give you a written notice of the amount and date of each direct debit no less than 10 calendar days before the date of the debit.

Direct Debit Dishonour

If the bank dishonours a direct debit but the initiator sends the direct debit again within 5 business days of the dishonour, the initiator is not required to give you a second notice of the amount and date of the direct debit.

Tiaki Wai Limited – Conditions of Authority to Accept Direct Debits

1. The Initiator

a. Advance notice of Direct Debits

Tiaki Wai (hereinafter referred to as “the Initiator”) has agreed to give advance notice of the amount of each Direct Debit and the due date of the debiting at least ten (10) calendar days, but not more than two (2) calendar months, before the date on which the Direct Debit will be initiated.

The advance notice will include the following message:

“Unless advice to the contrary is received from you by [date], the amount of \$[amount] will be directly debited to your bank account on [initiating date].”

The notification date specified above will be at least two (2) business days prior to the initiating date to allow for amendment or cancellation of the Direct Debit by the Customer through their Bank or by contacting the Initiator.

b. Method of providing notice

Advance notice may be provided:

1. in writing;
2. by electronic mail;
3. through an electronic customer portal or digital account notification system,

where the Customer has provided the relevant contact details or consented to electronic communications.

c. Termination of authority by the Initiator

Upon termination of the relationship giving rise to this Authority, the Initiator may give notice to the Bank that no further Direct Debits are to be initiated under this Authority. Upon receipt of such notice, the Bank may terminate this Authority as to future payments by notice in writing to the Customer.

d. Transfer of banking arrangements

Where the Customer transfers their banking arrangements to another bank and has completed an authority transfer form or equivalent banking transfer process, the Initiator may continue to initiate Direct Debits against the transferred account in reliance on that authority.

2. The Customer May

a. Terminate this authority

At any time, terminate this Authority as to future payments by notifying the Bank. The customer should also notify the Initiator of the payment.

b. Stop an individual payment

Stop payment of any Direct Debit to be initiated under this Authority by giving notice to the Bank prior to the Direct Debit being processed by the Bank.

c. Request reversal or alteration of unauthorised variations

Where:

- the amount of a Direct Debit has been varied without advance notice being provided in accordance with clause 1(a); or
- a Direct Debit has otherwise been initiated incorrectly,

the Customer may request the Bank to reverse or alter the Direct Debit by debiting the amount of the reversal or alteration back to the Initiator through the Initiator's Bank, provided that such request is made within 120 days from the date on which the Direct Debit was debited to the Customer's account.

3. The Customer Acknowledges That

a. Continuing authority

This Authority will remain in full force and effect in respect of all Direct Debits initiated in good faith notwithstanding the Customer's death, bankruptcy, or other revocation of this Authority until actual notice of such event is received by the Bank.

b. Banking arrangements prevail

This Authority is subject to any arrangement now or hereafter existing between the Customer and the Bank relating to the Customer's account.

c. Disputes regarding debits

Any dispute as to the correctness or validity of an amount debited to the Customer's account shall not be the concern of the Bank except insofar as the Direct Debit has not been paid in accordance with this Authority.

Any other disputes lie between the Customer and the Initiator.

d. Bank liability limitations

Where the Bank has acted with reasonable care and skill in accordance with this Authority, the Bank accepts no responsibility or liability in respect of:

- the accuracy of information relating to Direct Debits appearing on bank statements; or
- any variation between notices issued by the Initiator and the amounts actually debited.

e. Failure or delay of notices

The Bank is not responsible for, nor under any liability in respect of:

- any failure by the Initiator to provide notice in accordance with clause 1(a); or
- the non-receipt or delayed receipt of any notice by the Customer for any reason whatsoever.

In such circumstances, any dispute lies between the Customer and the Initiator.

4. The Bank May

a. Determine payment priority

In its absolute discretion, conclusively determine the order of priority of payment of any monies pursuant to this or any other authority, cheque, or instrument properly executed by the Customer and presented to the Bank.

b. Terminate the authority

At any time terminate this Authority as to future payments by notice in writing to the Customer.

c. Charge applicable fees

Charge its current fees for this service as varied from time to time in accordance with the Bank's standard terms and conditions.

d. Transfer this authority

Upon receipt of a valid authority transfer request, transfer this Authority to another registered bank in accordance with applicable banking procedures.

5. Liability for rejected or delayed payments

Customers remain responsible for payment obligations where:

- updated bank account details are incorrect;
- insufficient funds are available; or
- payment instructions are submitted after published processing cut-off times.

6. Privacy statement

The Initiators privacy practices are governed by the Privacy Act 2020 and the Initiators Privacy Statement available at: <https://www.tiakiwai.co.nz/about-us/who-we-are/privacy-statement>

7. Sharing information

Relevant customer information may be shared with:

- banking providers;
 - payment processing service providers;
 - local authority shareholders;
 - regulatory authorities; and
 - contracted service providers,
- where reasonably necessary for the administration of Direct Debit arrangements or related services.

8. Definitions

For the purposes of these Conditions:

- “Bank” means the financial institution at which the Customer maintains the nominated account.
- “Customer” means the account holder authorising the Direct Debit.
- “Direct Debit” means an electronic payment initiated under this Authority.
- “Initiator” means Tiaki Wai Limited.
- “Business Day” means a day on which registered banks are open for business in New Zealand, excluding weekends and public holidays.