PowerWater

Credit refund request

Account number

Complete this form to request a credit refund from your Power and Water account.

If your account is held in more than one name all account holders must complete and sign the form.

Important:
- One refund per quarter.
- Photos of this form will not be accepted. Only scanned or original copies.
- Portable water meter refunds may take longer due to the audit process.

*** Mandatory fields**

Account holder details

Account holder one

Given name(s) or company/business name *

Family name or ABN/ARBN *

Date of birth (if applicable) / /

Phone *

Email *

Identification type eg drivers license/passport *

Identification number *

☐ Copy of ID with signature attached

Account holder two

Given name(s) or company/business name

Surname or ABN/ARBN *

Date of birth (if applicable) / /

Phone

Email

Identification type eg drivers license/passport

Identification number

☐ Copy of ID with signature attached

Address (home or company)

Unit/house number *

Street number *

Street name *

Suburb *

State *

Postcode *

Postal address (if different from above)

PO Box or street address *

Suburb*

State*

Postcode *

Refund details

Important: Electronic funds transfer (EFT) refunds take between 7 to 10 business days to be credited to your nominated bank account.

Refund amount $

Phone 1800 245 092
Email customerservice@powerwater.com.au
Postal GPO Box 3596 Darwin NT 0801

Bank account details

Financial institution *

Branch location (optional)

BSB *

Account number *

Name on account or company/business name *

Authorised signature on Power and Water account

Account holder one signature

Date / /

Account holder two signature

Date / /

All account holders' signatures are required

Privacy Statement

Power and Water follows the *Australian Privacy Principles* (APPs) as prescribed in the *Privacy Act 1988* (Cth) and the relevant *Information Privacy Principles* (IPPs) set out in the *Information Act* (NT), in its commitment to the protection of your personal information.

This Privacy Policy explains in general terms how we collect, store, use and disclose your personal information, and your rights to access and correct the personal information that we hold about you.

Power and Water is committed to providing fair and responsible handling of personal and corporate information. Information that you provide to us will always be treated in a way that is in accordance with the APPs.

We may amend this policy from time to time. If we do so, we will post the updated Privacy Policy on our website so that you will always be aware of how we manage your personal information.

Power and Water may store your personal information in paper and electronic formats. Power and Water takes steps to ensure the security of all information provided by maintaining in a secure environment accessed only by authorised personnel.

However, any data sent over the internet or stored on internet servers cannot be guaranteed to be fully secure. These activities are undertaken at your risk.

Disclaimer

Power and Water Corporation will use reasonable endeavours to process a valid credit refund within 10 business days of receiving this form. Power and Water will not process a credit refund if your meter is due to be read within 14 days of receipt of this refund request. If your meter read is due within 14 days of receipt of this credit refund request, Power and Water may (at its discretion) apply any credit on your account to your next invoice. If on receipt of your next invoice, your account has a credit balance, you may submit a new credit request form. For Commercial accounts please provide proof of payment to ensure efficient processing of refunds.

Power and Water use only

Prepared by (User ID)

Record number

Coordinator approval

Date / /

Delegated approval

Date / /

☐ x1 refund request per quarter ☐ Relevant paperwork attached ☐ Cancel DDR if required

☐ Attached copy of photo ID to confirm signatures match ☐ Portable water meter returned for audit

Is the customer due for an invoice in the next two weeks ☐ Yes ☐ No