



## Auto Pay Request Form

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Customer Name

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Service Address

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Town/City

Postal Code

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Telephone (Residential)

(Business)

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Address

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Direct Energy Account Number

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Financial Institution

Account Number

Check the Pre-Authorized Debit (PAD) Category that applies to you:

Personal/Household     Business

Please remember to attach a void, unsigned cheque.

Please read and sign the Auto Pay Authorization below:

### Auto Pay Authorization Agreement

I/We authorize Direct Energy and its affiliates and agents, and the financial institution designated (or any other financial institution I/we may authorize at any time) to begin regular monthly deductions for full payment of my/ our Direct Energy account on the statement due date each month. Direct Energy will provide 10 days written notice indicating the amount due. Direct Energy will obtain my/our authorization for any other one-time or sporadic debits.

I/We may change/cancel this authorization provided that Direct Energy receives at least 10 days written notice prior to the next scheduled debit. I/We may obtain a sample cancellation form, or more information about cancelling this agreement at my/our financial institution or by visiting [www.cdnpay.ca](http://www.cdnpay.ca).

I/We have certain recourse rights if any debit does not comply with this agreement. For example, the right to receive reimbursement for any debit that is not authorized or not consistent with this agreement. I/We may contact my/ our financial institution or visit [www.cdnpay.ca](http://www.cdnpay.ca) for more information.

I/We have read, understand and agree to the Terms and Conditions of Auto Pay available at [directenergy.ca](http://directenergy.ca)

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(I) Signature

(II) Signature

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Date



## **Auto Pay Terms and Conditions**

I/We acknowledge that this authorization is provided for the benefit of Direct Energy, a business unit of Direct Energy Marketing Limited ("Direct Energy Marketing Limited"), and my/our bank and is provided in consideration of my/our bank agreeing to process debits and credits against my/our account in accordance with the rules of the Canadian Payments Association.

I/We warrant and guarantee that all persons whose signatures are required to sign on this account have signed the Auto Pay Service Agreement.

I/We hereby authorize Direct Energy to draw or deposit on my/our account number with the branch of the financial institution I/ we maintain an account.

I/We acknowledge that, in order to revoke this authorization, notice of revocation must be provided to Direct Energy.

I/We acknowledge that provision and delivery of this authorization to Direct Energy constitutes delivery by me/us to my/our bank. Any delivery of this authorization to Direct Energy constitutes delivery by me/us.

I/We undertake to inform Direct Energy in writing of any change in the account information provided in this authorization at least 10 days prior to the next due date of the Pre-authorized Debit (PAD).

I/We acknowledge that my/our bank is not required to verify that a PAD has been issued in accordance with the particulars of my/our authorization, including, but not limited to, the amount.

I/We acknowledge that my/our bank is not required to verify that any purpose of payment for which the PAD was issued has been fulfilled by Direct Energy as a condition to honoring a PAD issued or caused to be issued by Direct Energy on my/our account.

Revocation of this authorization does not terminate any contract for goods or services that exists between me/us and Direct Energy. My/Our authorization applies only to the method of payment and does not otherwise have any bearing on the contract for goods or services exchanged.

A PAD may be disputed by me/us under the following conditions:

1. The PAD was not drawn in accordance with my/our authorization; or
2. The authorization was revoked; or
3. Pre-authorization was not received.

I/We acknowledge that in order to be reimbursed, a declaration to the effect that either (1), (2) or (3) took place, must be completed and presented to the branch of the financial institution holding my/our account up to, and including, 90 calendar days in the case of a personal/household PAD (or up to, and including, 10 business days in the case of a business PAD), after the date on which the PAD in dispute was posted to my/our account.

I/We acknowledge that a claim on the basis that my/our authorization was revoked, or any other reason, is a matter to be resolved solely between Direct Energy and me/us, when disputing any PAD after 90 calendar days in the case of a personal/ household PAD (or 10 business days in the case of a business PAD).

I/We acknowledge that upon finalizing my/our bill with Direct Energy, the amount will be withdrawn or refunded from/to my/our account. Unless my/our Direct Energy account is in a business name and/or classified other than as a residential customer, pre-authorized debits shall be designated as personal/ household and handled in that manner.