

## Preauthorized Payment Plan Terms and Conditions

- I (We) acknowledge that this authorization is provided for the benefit of Direct Energy Regulated Services, a business unit of Direct Energy Marketing Limited ("Direct Energy Regulated Services"), 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 Preauthorized Payment Plan Service Agreement.
- I (We) hereby authorize Direct Energy Regulated Services 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 Regulated Services.
- I (We) acknowledge that provision and delivery of this authorization to Direct Energy Regulated Services constitutes delivery by me (us) to my (our) bank. Any delivery of this authorization to Direct Energy Regulated Services constitutes delivery by me (us).
- I (We) undertake to inform Direct Energy Regulated Services 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 Preauthorized 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 Regulated Services as a condition to honoring a PAD issued or caused to be issued by Direct Energy Regulated Services 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 Regulated Services. 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 The authorization was revoked; or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. Preauthorization 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 Regulated Services 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 Regulated Services, the amount will be withdrawn or refunded from/to my (our) account. Unless my (our) Direct Energy Regulated Services account is in a business name and/or classified other than as a residential customer, preauthorized debits shall be designated as personal/ household and handled in that manner.

Direct Energy Regulated Services

# Preauthorized Payment Plan

No more cheque writing,  
postage, payment lineups,  
late payments or making  
arrangements for payment  
while you're away!



## Save Time and Money Every Month

With our Pre-Authorized Payment Plan, there's no more fuss with envelopes or stamps. It's the fastest, safest way to pay your bill. Our Plan assures that your payment will always arrive on time – even when you're away. You can spend less time worrying about your bill:

- No more cheques to write
- No more waiting in lineups to pay your bill
- No more postage costs
- No more late payment charges

### Here's How It Works:

All you require is a chequing or savings account in Canadian funds, at a Canadian bank, trust company, credit union or other financial institution. This account will be used to withdraw the funds for the plan each month.

Once enrolled in the Pre-Authorized Payment Plan, the amount that is due on your account will be deducted automatically from your bank account on the due date. You will see this amount in your banking passbook or on your monthly account statement. We will continue to send you a Direct Energy Regulated Services bill which will detail your monthly charges.

A message will appear on your statement to advise you when your account is set up for Pre-Authorized Payment Plan. Until you receive this message on your statement, please continue to pay your bill in the usual manner.

### Signing Up Couldn't Be Easier!

Simply complete the enclosed form and attach a VOID, unsigned cheque. Return both to:

Direct Energy Regulated Services  
P.O. Box 2427  
Edmonton, Alberta T5J 2R4

or fax to: 1-877-420-3777

or email scans to: [ders\\_inquiries@directenergy.com](mailto:ders_inquiries@directenergy.com)

For inquiries about the Pre-Authorized Payment Plan, please contact 1-866-420-3174 for the Regulated Natural Gas Customer Call Centre or 1-888-420-3181 for the Regulated Electricity Customer Call Centre.

## Pre-Authorized Payment Plan 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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Email Address

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Direct Energy Account Number

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Financial Institution

Account #

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 Pre-Authorized Payment Plan Authorization Agreement below:

#### Pre-Authorized Payment Plan Authorization Agreement

I/We authorize Direct Energy Marketing Limited and its affiliates and agents (Direct Energy Regulated Services) 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 Regulated Services account on the statement due date each month. Direct Energy Regulated Services will provide 10 days written notice indicating the amount due. Direct Energy Regulated Services will obtain my/our authorization for any other one-time or sporadic debits.

I/We may change/cancel this authorization provided that Direct Energy Regulated Services 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 the Preauthorized Payment Plan available at [www.directenergy.com](http://www.directenergy.com)

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(I) Signature

(II) Signature

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Date