

# PAYMENT PLAN APPLICATION FORM

The below document outlines an agreement between the consumer and the Body Corporate. Please review and return to ensure there is no interruption to your supply.



## Supply Address

Full Name	<input type="text"/>	Account Number	<input type="text"/>
Building Name	<input type="text"/>	Unit	<input type="text"/>
Street Address	<input type="text"/>		
Suburb	<input type="text"/>	State	<input type="text"/>
		Postcode	<input type="text"/>

## Payment Plan details

Current Balance	<input type="text"/>
Frequency of Payments	<input type="text"/>
Instalment Amount	<input type="text"/>

## Declaration

By signing the below I agree to the terms and conditions of this document and understand that if payments are not made in accordance with the above this may result in disconnection of my supply.

Applicants Signature

Print Name

Date

## Term, Conditions and Additional Information

1. The Body Corporate has the ability to cancel a payment plan if they feel the payment plan is not sufficient to cover arrears or not in alignment with the Body Corporates standards.
2. Please note that you have been offered a payment plan that complies with the requirements set out in the *AER (Retail) Exempt Selling Guideline* (the Exempt Selling Guideline). This happens where you have informed us that you are unable to pay bills due to financial difficulty. [www.aer.gov.au/system/files/AER%20Retail%20Exempt%20Selling%20Guideline%20-%20version%205%20-%20March%202018.pdf](http://www.aer.gov.au/system/files/AER%20Retail%20Exempt%20Selling%20Guideline%20-%20version%205%20-%20March%202018.pdf)
3. Useful information about how you can make your premises more efficient in its use of energy can be found at <https://www.energy.gov.au/government-priorities/energy-productivity-and-energy-efficiency>.
4. You may be eligible for some concessions and rebates offered by the Queensland State Government which could reduce your energy bill. For more information go to <https://www.qld.gov.au/community/cost-of-living-support/concessions/energy-concessions>.
5. As you have notified us you are unable to pay your bills due to financial difficulty, we will not charge you a payment fee or security deposit.
6. Even though you have informed us that you are unable to pay bills due to financial difficulty, you may still be disconnected for non-payment under some circumstances. Those circumstances are set out below.
7. You will only be disconnected after the steps set out in the Exempt Selling Guideline have been completed. We will begin this process in two possible situations:
  - 7.1. you have not paid a bill by the pay-by date and have not agreed to a payment plan, or,
  - 7.2. having agreed to a payment plan, you have failed to adhere to the plan.
8. The process that we will follow if you are in one of the situations noted above is:
  - 8.1. Following non-payment, a reminder notice will be sent requesting payment by a date at least six days from the date of issue of the notice. If you are a residential customer in financial difficulties, we will also offer you more flexible payment terms to pay what is due and also restate the forms of assistance available to you, and;
  - 8.2. Following non-payment in accordance with the reminder notice, or, for residential customers, failure to agree on more flexible payment terms, you will be sent a disconnection warning notice informing you that disconnection may occur if payment is not made by a date at least six days from the date of the issue of the notice, and;
  - 8.3. After issuing the disconnection warning notice, we will use our best endeavours to contact you about your failure to pay; and
  - 8.4. We have established that by the date specified in the disconnection warning notice you have failed to take any reasonable action towards settling your debt.

PLEASE RETURN COMPLETED FORM  
ARC Utilities Management PO Box 10664 Southport BC 4215  
[accounts@arcutilities.com.au](mailto:accounts@arcutilities.com.au)  
Fax: (07) 5528 1036