

Credit refund application for residential customers



Use this form to request a refund from your Jacana Energy account.

How to complete and submit this form

Please fill in using block letters and ensure details are completed in full and email to customer@jacanaenergy.com.au or return to Jacana Energy, GPO Box 1785, Darwin NT 0801. For any questions relating to this form please call 1800 JACANA (1800 522 262).

1. Your details

Account number

First name

Last name

Date of birth

 / /

Phone number

Email Address

2. Choose how you want to receive your refund

I want to be refunded:

the full balance on the account

a set amount of \$

To be refunded by:

Bank transfer (please enter bank details in section 2a)

Cheque (please enter your postal address in section 2b)

Bank transfer refunds take between 7-10 working days to be credited to your nominated account. Posted cheque refunds can take up to 21 days to be received.

2 a. Your bank account details (fill in for bank transfer refund)

Financial institution name

Branch location

Name on the account

BSB

Account number

2 b. Your postal address (fill in for cheque refund)

Lot no

Unit no

Street no

Street name / PO Box

Suburb

Postcode

State

3. Your Authorisation

Full name

Signature

Date

 / /

JACANA ENERGY USE ONLY

Jacana Energy User ID

Date entered

 / /