

## Important Information – Market Contract

We've provided the following important information summary to help you better understand our offer to you. Please refer to the terms and conditions for further detail or contact us for further information.

### This Offer

1. This offer is based on the available information about your Distributor, network tariff and metering configuration. If this information is incorrect we will advise you of any revised or updated Charges that apply.
2. We may revise and/or completely withdraw this offer at any time where it is not fully completed, signed and/or returned to us.
3. Cooling Off Period: you have the right to cancel at any time up to 10 business days after accepting the Agreement at no cost.

### Charges - General

4. Any stated consumption, export or kWh based thresholds are prorated for the defined period and unused consumption, export or kWh based threshold amounts are not carried forward to future periods.
5. Where stated, Controlled Load Rates only apply to customers with separately metered devices such as storage water heaters or thermal storage space heaters as approved by your Distributor.

### Feed-in Arrangement (Solar Customers Only)

6. Your invoice will include a credit for each *Feed-in Tariff* and *Feed-in Rate* listed for Export Electricity kWh for which you are eligible, as applicable. All amounts are GST inclusive where applicable.
7. Any *Feed-in Tariff* is applied as you are eligible in accordance with and as otherwise amended by your Distributor and/or Government Regulations.
8. Any Feed-in Rate is subject to change as per the relevant Terms and Conditions, with at least the minimum Government Regulated retailer contribution rate at the time being payable, and only available for sites with net metering. The DE Standard Rate applies to solar-PV systems up to 10kW capacity or as otherwise approved.
9. Any *Feed-in Rate* other than DE Standard Rate may require activation by your Solar System Installer and / or solar finance package provider (as applicable). Where such activation is not received only the standard Diamond Energy offer that is applicable for your premises will be applied.
10. Delays in providing any information requested by us, or the provision of incorrect information may result in us modifying or withdrawing the Feed-in Arrangement offer.

### Metering and Invoicing

11. In general, Residential Customers will be invoiced quarterly and Business Customers we will be invoiced monthly but may vary.

## Services Fees and Charges

The following is our current account service fees and charges as of February 2016. Refer to our website or contact us for further information.

Establishment Fee	\$22 (including GST), payable upon transfer to us from another retailer.
Credit card payment processing fee	0.60% (including GST), may be applicable if you choose to pay by MasterCard or Visa credit cards.
Dishonored payment fee (cheque)	\$20 (including GST), may be applicable if payment is not honored by your bank.
Dishonored payment fee (direct debit)	\$20 (including GST), may be applicable if payment is not honored by your bank.
Late payment fee (QLD, SA & NSW only)	\$15 (including GST), may be applicable if payment is not received before the due date.
Termination fee	\$22 (including GST)
Additional fees	Other fees may apply including such items as meter special reads, meter installation, meter reconfiguration, energisation and de-energisation, see our website or contact us.



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12. Where we are unable to obtain an actual meter read we may be required to invoice you based on estimated reads and then we will adjust your estimated invoices on an actual meter read at least once every twelve months.
13. If you require a meter changeover or meter reprogramming, your initial invoices may be delayed due to delays in receipt of meter data and/or fees/payments from your Distributor by us.
14. If you are installing a new solar system, you are likely to require either a new electricity meter or your existing meter reconfigured, which is typically completed by your Distributor or Metering Provider, with the services performed and Charges applied varying significantly. Where we incur such Charges we will add them to your electricity account and they will appear on your invoice. Please refer to our Service Fees and Charges summary on our website or contact us for details.

### General

15. Other fees may apply as tabulated below.
16. We may vary the Charges and revise the Terms and Conditions from time to time and notify you accordingly.
17. The start date for electricity supply occurs: (i) You have accepted the Agreement with us and you have provided your explicit informed consent; (ii) the expiry of any Cooling Off Period that may apply; (iii) You have provided us with any credit support or security deposit we have asked for; (iv) if you are transferring from another retailer, your supply address has been transferred to us; and (v) if you are establishing a new connection to your supply address, your supply address has been connected.

### Additional Information For Business Customers only

18. We reserve the right to require credit support or a security deposit.
19. If you terminate this Agreement before the end of the Minimum Supply Period, you may be subject to loss and damage.

### Additional Information For Residential Customers only

20. Concessions are available for eligible Concession Card holders (including health care, pension and DVA Gold card) which must be in the name of the Account Holder. If you are eligible, contact us to provide your Concession Card details. Please notify us immediately of any change in concession eligibility or card expiry date.
21. If you terminate this Agreement before the end of the Minimum Supply Period, you may be subject to a Termination Fee.