

Important Information – QLD Standing 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.

Charges & Rates - General

3. 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.
4. 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)

5. 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.
6. Any *Feed-in Tariff* is applied as you are eligible in accordance with and as otherwise amended by your Distributor and/or Government Regulations.
7. 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.
8. 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.
9. 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

10. In general, Residential Customers will be invoiced quarterly and Business Customers we will be invoiced monthly but may vary
11. 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.
12. 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.
13. 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

14. If you are a Residential Customer, concessions are available for eligible Concession Card holders (including health care card, pension card and DVA Gold card) which must be in the name of the Account Representative. 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.
15. If you are a Small Business Customer, we reserve the right to require credit support or a Security Deposit.
16. Other Charges may apply as tabulated below.
17. We may vary the Charges and revise the Terms and Conditions from time to time and notify you accordingly.
18. The start date for electricity supply occurs: (i) You have provided us with any credit support or security deposit we have asked for; (ii) If you are transferring from another retailer, your supply address has been transferred to us; and (iii) If you are establishing a new connection to your supply address, your supply address has been connected.
19. The Term of the Agreement is as per the Diamond Energy Queensland Standard Terms and Conditions.

Services Fees and Charges

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

Dishonored payment fee	\$10 (including GST), may be applicable if payment is not honoured by your bank.
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.

