



"your Pure Power People"

Terms and Conditions & Frequently Asked Questions



About Diamond Energy

We are an electricity retailer supporting renewable generation with a vision to "generate change". We help our customers take steps towards energy independence and have some of the most competitive electricity offers and feed-in rates for solar customers. We have also been highly rated by Greenpeace since 2009.

We are proud to be the first electricity retailer to work with Reposit Power Pty Ltd ("Reposit") to offer Diamond Energy GridCredits100 ("GridCredits100").

GridCredits100 – earn credits!

Installing batteries is a great way to use all the clean, solar electricity generated from your rooftop. By choosing a Reposit energy system and GridCredits100 you can become a mini power station, helping to clean up the grid whilst earning credits on your electricity bills.

With GridCredits100 and subject to eligibility, we will initiate the purchase of your battery dispatched electricity at a whopping GridCredits Rate of 100 cents/kWh during any 'GridCredits Event'.

Am I eligible for GridCredits100 offer?

To be eligible for our GridCredits100 offer, you must agree to these Terms and Conditions, and:

- ✓ be located in VIC, NSW, SA or QLD (Energen area only);
- ✓ have an existing Reposit Residential Customer Services Agreement;
- ✓ have installed a Reposit Box (including software and control system) with compatible battery and inverter;
- ✓ be a customer of ours by entering into a retail electricity supply agreement with us;
- ✓ permit us to disclose certain personal information to Reposit to confirm eligibility and support the delivery of GridCredits100, including your name, address, telephone/mobile numbers, email address, meter details, tariff details and electricity rates;
- ✓ have an interval bi-direction meter that is net metered; and
- ✓ only accept email billing and Direct Debit payment method.

If you enter into a retail electricity supply agreement with us and do not meet and maintain the eligibility requirements, our standard offer will apply.

Will I continue to receive a feed in tariff?

Installation of a battery at your supply address will require approval from your local distributor ('poles and wires' company), in many cases this may be similar to the approval for installation of a solar system.

There are two types of feed in tariff schemes – distributor funded (mostly closed for new participants) and electricity retailer funded.

If you are receiving a distributor funded feed in tariff, you should contact your local distributor to find out whether you will continue to be eligible to receive the feed in tariff. You should also contact your electricity retailer to understand whether you will continue to receive electricity retailer funded feed in tariffs.

Will I receive a feed in tariff with GridCredits100?

Diamond Energy provides GridCredits100 in conjunction with any distributor funded feed in tariff, subject to your eligibility. We will also provide our standard retailer funded feed in rate (currently 8c/kWh). Our feed in rate is one of the highest in the country and available with some of the most competitive electricity rates for solar customers.

How does GridCredits100 appear on my bill?

Your electricity bill will show service to property charges, usage charges, any feed in credits, other fees and adjustments. GridCredits100 will also appear as a credit on your bill.

How much will GridCredits100 reduce my bill?

With GridCredits100, you are credited on your electricity bill our GridCredits Rate of 100cents/kWh whenever we initiate the purchase of your battery dispatched electricity during any Grid Credit Event – it's similar to a feed in credit!

The number of events is dependent on your home's location and the ways in which your battery's discharge can deliver value to us and the grid.

How long does GridCredits100 continue?

GridCredits100 will continue whilst you maintain eligibility and meet these Terms and Conditions.

How do I get bills and pay them?

We encourage paperless billing which is convenient, effortless & helps to "do our bit" for the environment.

We also encourage Direct Debit payment method, which is easy to set up and hassle free - we issue you your bill and payment will automatically occur on the Due Date.

What happens if I leave Diamond Energy?

We would be sad to see you go! - But you can choose to leave Diamond Energy at any time and no longer receive GridCredits100.

If you leave within or during the Term or Minimum Supply Period you may incur a termination fee of \$22 (incl. GST), which would be added to your final bill.

Is there an Establishment Fee?

An Establishment Fee of \$22 (incl-GST) is included in your first bill.

Are there any other Terms and Conditions?

Yes, along with our Small Customer Terms and Conditions, the following terms also apply with this offer:

- Customers must meet the eligibility criteria stated herein;
- At our sole discretion, we will initiate a GridCredits Event by requesting Reposit to dispatch electricity from your System;
- Any available GridCredits100 credit is calculated monthly based on the data provided to us by Reposit for any GridCredits Event;
- If a GridCredits Event occurs in the last month of your billing period, eligible credits may be credited to the next billing period;
- We are not liable for any losses or credits or failure or loss of performance of your home energy system, the Reposit Box, Reposit Software, your System, any Reposit Services or GridCredits Application;
- Our liability in connection with provision of GridCredits100 to you is limited to losses directly incurred by you which are directly caused by our breach of this Agreement;
- GridCredits Application, System, Reposit Box, Reposit Services and Reposit Software have the same meaning as defined in your Reposit Residential Customer Services Agreement;
- We may modify, withdraw or discontinue this offer at any time without notice, including varying the Charges or GridCredits Rate and notify you of any such change consistent with the Terms & Conditions; and
- These terms and conditions form part of your Agreement with us with exceptions only where approved by Diamond Energy in writing beforehand.

Issued: August 2016