

Diamond Energy Pty Ltd (ABN 97 107 516 334) (“us” or “we”) may make available an instalment payment plan (“Payment Plan”) to reduce an outstanding debt for a defined period of time to eligible customers in accordance with the following terms and conditions. These terms and conditions form part of the Agreement between us and an eligible Customer (“you” or “your”).

1. Eligibility Criteria

- 1.1 To be eligible for a Payment Plan you must:
- (i) be a residential or small business Customer; and
 - (ii) have an agreed payment instalment plan confirmed in writing or email with Diamond Energy; and
 - (iii) remain a Diamond Energy Customer.
- 1.2 Upon a notification of your intention to transfer to another electricity retailer or move out of your Supply Address, you will no longer be eligible for a Payment Plan and any outstanding amount due will become due and payable immediately.
- 2. Your Payment Plan**
- 2.1 Any Payment Plan with you will be based on your outstanding debt, your agreed payment frequency, your payment history and any relevant additional information provided by you.
- 2.2 The Payment Plan frequency options are weekly, fortnightly or monthly.
- 2.3 We will send you a summary of your Payment Plan as confirmation or our acceptance of the Payment Plan, which will include your payment installment, frequency, start date and end date.
- 2.4 Payment of the installment must be made on the start date and at a frequency agreed by you.
- 2.5 You will receive your electricity invoices and any instalments made will be included in the Payment Received on the invoice.
- 2.6 If your payment instalments are not paid on the agreed date for the agreed amount, your Payment Plan may be cancelled and the full amount owing will become due and payable immediately. Failure to pay the amount owing may result in disconnection of your electricity and our normal collections process proceedings.

3. Payment Methods

- 3.1 Instalments can be made by Direct Debit from your nominated bank account or credit card, or via existing Diamond Energy payment options.
- 3.2 If you choose to make arrangements to pay your installment amount by Direct Debit, the Direct Debit terms and conditions apply, as available and accessible on our website.
- 3.3 If you fail to make an instalment by Direct Debit or there are insufficient funds in your account when a scheduled Direct Debit is to occur, you must pay any missed installment by another payment method. We may also charge you a dishonoured payment fee.
- 3.4 If you cancel your Direct Debit, you must arrange with us an alternative method of payment if you wish to remain on the Payment Plan.

4. Amending or cancelling your Payment Plan with us

- 4.1 You can request an amendment to your Payment Plan, including the frequency and instalment amounts, provided you notify us at least five business days prior to the due date of the next instalment payment.
- 4.2 We will review your request and if we approve amendments, we will confirm your updated installment, frequency, start date or end date in writing or email.
- 4.3 If you wish to cancel your Payment Plan, you will need to provide at least five business days notice to cancel.
- 4.4 Upon cancellation of your Payment Plan, any amount owing will become due and payable immediately. Failure to pay the amount owing may result in disconnection of your electricity and our normal collections process proceedings.

5. General

- 5.1 We may vary these terms and conditions from time to time.

Contact Details

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