

**NEW SOUTH WALES**

**Effective August 2017** - subject to change

Diamond Energy may apply additional Service Fees and Charges in relation to management of your electricity account, meter and/or Supply Address in accordance with your Retail Electricity Supply Agreement with Diamond Energy, a summary of which is provided below.

**Distributor Charges**

Your Distributor or Local Network Service Provider (who provides the electricity poles, wiring and metering in your area) may charge fees in relation to services performed in relation to your supply address. The most common of which are provided below, other fees that may apply can be made available upon request.

To determine which Distributor applies to your supply address, please refer to your electricity bill.

Item	GST excl.	GST incl.
Special Read Fee		
- Ausgrid	\$ 10.55	\$ 11.61
- Endeavour Energy	\$ 36.38	\$ 40.02
- Essential Energy	\$ 84.72	\$ 93.19
Supply reconnection/reenergisation <sup>2</sup> (business Hours)		
- Ausgrid	\$ 37.80	\$ 41.58
- Endeavour Energy	\$ 59.86	\$ 65.08
- Essential Energy	\$ 84.72	\$ 93.19
Supply reconnection/reenergisation (after Hours)		
- Ausgrid	\$ 103.98	\$ 114.38
- Endeavour Energy	\$ 67.59	\$ 74.35
- Essential Energy	\$ 124.32	\$ 136.75
Supply disconnection/de-energisation <sup>2</sup> (includes move-out)		
- Ausgrid	\$ 150.93	\$ 166.02
- Endeavour Energy	\$ 180.23	\$ 198.25
- Essential Energy	\$ 128.38	\$ 141.22
New connection	pass through	
Meter investigation/accuracy testing	pass through	
Inverter Testing/Inspection	pass through	

**Notes:**

- <sup>1</sup> The services performed and charges applied for new Solar PV installations vary depending on the metering arrangement required and is typically organized by your Solar-PV installation provider. Diamond Energy can investigate costs on request.
- <sup>2</sup> Disconnection/Reconnection fee applies when where 3 business days notice of the desired reconnection or disconnection date is given and where it is performed during normal business hours as defined by your distributor. Different charges apply where this is not the case. The reconnection fee is nil, where it is included in the disconnection fee above.
- <sup>3</sup> We may pass through all or part of any new or varied fee, charge or tax introduced by a government, regulator, or Distributor. Our reasonable costs for arranging and managing such services may be included in addition to the above charges in instances.

**Other Account Service Fees**

Diamond Energy may apply the following fees in relation to your account as required.

Diamond Energy can provide historical billing information, paper bills and/or interval data (if available) upon request. However we may charge the reasonable costs of obtaining and supplying such information/data for multiple requests in any 12 month period.

Item	GST excl.	GST incl.
Accelerated transfer	\$ 50.00	\$ 55.00
Credit card payment processing fee	-	0.60%
Dishonoured Payment Fee – Cheque	\$ 18.18	\$ 20.00
Dishonored Payment Fee – Direct Debit	\$ 9.09	\$ 10.00
Late Payment Fee	\$ 13.64	\$ 15.00
Establishment Fee	\$ 20.00	\$ 22.00
Bill reprint	\$ 5.00	\$ 5.50
Paper Bill	\$1.75	\$1.93

*\*Market Contracts only*

**Contact Details:**

695 Burke Road, Camberwell VIC 3124  
 Telephone: 1300 838 009  
 Fax: 03 9009 9031  
 Email: [customerservice@diamond-energy.com](mailto:customerservice@diamond-energy.com)  
 Website: [www.diamond-energy.com](http://www.diamond-energy.com)