

This form is for a new customer (residential or small business) to apply for the installation of a new electricity meter and connection at a supply address. We will set up the new account with the details of the Account Representative in this form on our Market Contract with the rates and charges that apply in the supply address area.

Any charges associated with the new electricity meter and connection will be included on your account with us.

## How to complete and submit this form

You might need to ask your electrician or builder for help in completing the meter and supply details. This information will assist your application. Please complete this form and email this form to [customerservice@diamond-energy.com](mailto:customerservice@diamond-energy.com) with any other required documentation. Alternatively you can call **1800 838 009** during business hours for further assistance.

## What installation service do you need?

☐ permanent

☐ temporary

☐ temporary supply in permanent position

## Supply Address details

lot number	<input type="text"/>	unit number	<input type="text"/>	street number	<input type="text"/>	street name	<input type="text"/>	
suburb	<input type="text"/>			postcode	<input type="text"/>	deposited plan number	<input type="text"/>	<i>optional</i>

### Type of property:

☐ residential

☐ business

For new installations at multiple dwellings please contact us by calling **1800 838 009** during business hours or emailing [customerservice@diamond-energy.com](mailto:customerservice@diamond-energy.com).

I understand that full and unlimited site access must be available. If access is restricted, this may delay my request and additional fees may apply. If there are any known access issues (such as locked gates and meter boxes) or site hazards, please provide details:

Is there any life support equipment or critical power requirements at the supply address?

☐ no

☐ yes

(Please note that to register as a customer with life support needs, we will require details of the equipment and a supporting medical certificate)

### Paperwork and reference number requirements:

Electrical Works Request (EWR)

 *QLD only*

Photovoltaic Small Embedded Generator number (PV SEG)

 *solar installations only*

REX number

 *SA only*

Vic CR number

 *Citipower / Powercor only*

For VIC (Jemena/United Energy/AusNet Services) please provide the Electrical Works Request (EWR) and Certificate of Electrical Safety (CES) alongside this application form where applicable. You may be required to produce additional paperwork or reference numbers at site for meter installations to proceed.

## Account Representative

title	<input type="text"/>	first name	<input type="text"/>	surname	<input type="text"/>
mobile phone	<input type="text"/>		email	<input type="text"/> <i>used for all DE notices &amp; invoicing</i>	
business name	<input type="text"/> <i>if applicable</i>		ABN	<input type="text"/> <i>if applicable</i>	
identification	<input type="text"/>	ID details	<input type="text"/> <i>Drivers Licence or Passport Number</i>	date of birth	<input type="text"/>
landline phone	<input type="text"/>		postal address	<input type="text"/> <i>if different from supply address</i>	

## Secondary Contact / Authorised contact person

title	<input type="text"/>	first name	<input type="text"/>	surname	<input type="text"/>
contact number	<input type="text"/>		email	<input type="text"/>	
business name	<input type="text"/> <i>if applicable</i>		ABN	<input type="text"/> <i>if applicable</i>	
date of birth	<input type="text"/>				

## Supply Charges and Agreement Term

Our single-rate, two-rate (with controlled load) & time-of-use offers are included in the Market Contract Details for your region and are available on our website. Our market contract is an ongoing agreement which continues until you or we end it. Our discounts continue to apply as long as you maintain eligibility. After we receive your application, we will send you a Welcome Pack which will contain the full offer details including rates, discounts, fees and charges in your region along with the Terms.

## Details of Registered Electrical Contractor (for NSW, this will be the Accredited Service Provider)

This information is required for installations only:

<b>contact name</b>	<input type="text"/>	<b>business name</b>	<input type="text"/> <small>if applicable</small>
<b>ABN</b>	<input type="text"/> <small>if applicable</small>	<b>Electricity license number</b>	<input type="text"/>
<b>postal address</b>	<input type="text"/> <small>if different from supply address</small>		
<b>contact number</b>	<input type="text"/>	<b>email</b>	<input type="text"/>

Does the electrician need to be present when the work is conducted at site?      no      yes

## Connection and metering requirements (new installations only)

For requests to install a new connection and electricity meter, we require some additional information from you. Failure to provide accurate information can lead to delays and fees for wasted visits from technicians which can lead to further costs to you.

### Number of meter supply phases required:

### Metering required:

single phase	other multi-phase	single phase, single element	low voltage CT (current transformer) metering high
2 phase	unknown	single phase, multi-element	voltage metering
3 phase		3 phase whole current metering	unknown

**Are solar panels to be installed at the site?**      no      yes      If yes, what is the size of the solar system?  **kw**

**Set up for Renters Reward?**      no      yes      (If site is to be set up for Renters Reward Offer, additional metering will be installed and charged to your account. You can contact us for details of any additional charges)

If yes, who is the solar installer?

### Are there any off-peak requirements at the site?

### Supply installation required?

no	yes	underground	overhead to underground
		overhead	transformer overhead
		underground to overhead	transformer ground level

**What is the maximum demand at the site?**

## Your authorisation for Diamond Energy to proceed acceptance of the Agreement

- I authorise Diamond Energy to arrange for the Distributor / Meter Service Provider to install electricity at the supply address on the date the request is accepted, or as soon afterwards as can conveniently be arranged.
- I consent for the Registered Electrical Contractor as included in this form to discuss details associated with the connection and electricity meter installation at the supply address with Diamond Energy.
- I agree to accept any standard connection charges, which may apply and which will appear on my first account.
- I understand most connection charges are passed-through by Diamond Energy from my Distributor / Meter Service Provider and vary according to the works required and my distribution zone.
- Should the works attract a non-standard charge, I will be contacted for approval before proceeding. Acceptance of this offer also constitutes acceptance of the default Distribution Network standard connection agreement, it is the customer's responsibility to negotiate a different Distribution Network agreement, if one is needed.
- I understand that Diamond Energy may use my credit information to carry out creditworthiness assessment of me. If Diamond Energy are not satisfied of my creditworthiness, Diamond Energy may stop the connection and meter installation and cancel the Agreement by notifying me or request a Security Deposit;
- I acknowledge and agree that I am entering an Agreement and upon connection and meter installation, electricity will be sold to me at the supply address with the rates, fees and charges and terms as per Diamond Energy's Market Contract, with the details to be sent to me in a Welcome Pack.
- I understand that Charges (including the amount and structure of any Charge), discounts, Feed-in rates and Terms and Conditions of my Market Contract may be varied from time to time and I will be notified in accordance with the Terms and Conditions and provided no less than 5 business days' notice before the variation applies;
- I understand that I have the right to a 10 day cooling off period starting from the date my Welcome Pack is sent; and
- I confirm that I am authorised to enter into this Agreement and I have read, understand and accept the terms of the Agreement and give my explicit informed consent.

Account Representative:

**signature**       **full name**       **date**

please tick here      if you do not want to receive promotional material regarding related goods and services