

# Everyday Renewable Saver

Market Contract Details - Residential - AusNet Services



	Electricity Charges	Unit	Inc. GST	Discounts Available
<b>Single rate</b> (not available if you have solar)	Daily supply charge	c/day	120.45	✓
	All day rate first 340 kWh per calendar month	c/kWh	29.61	✓
	All day rate balance kWh per calendar month	c/kWh	32.97	✓
<b>Time of use<sup>1</sup></b> (closed to new customers)	Daily supply charge	c/day	120.45	✓
	Peak rate first 340 kWh per calendar month	c/kWh	39.71	✓
	Peak rate balance kWh per calendar month	c/kWh	43.95	✓
	Off-peak rate	c/kWh	21.09	✓
<b>Time of use (flexi)<sup>2</sup></b>	Daily supply charge	c/day	127.60	✓
	Peak rate	c/kWh	38.01	✓
	Shoulder rate	c/kWh	32.40	✓
	Off-peak rate	c/kWh	22.11	✓
<b>Controlled load<sup>3</sup></b> (if applicable)	All usage	c/kWh	21.78	✓
<b>Solar feed-in</b>	Diamond Energy Standard Feed-in Rate - 10.2c/kWh			
	Premium Feed-in Rate (PFIT) - 70.2c/kWh (Includes 60c/kWh plus Diamond Energy Standard Feed-in Rate 10.2c/kWh)			
<b>Ongoing discounts</b>	Direct Debit - 3%			
	Pay on Time - 3%			
	Renewable Energy Discount - 4%			
<b>GreenPower options</b>	50% or 100% available			
<b>Thr1ve<sup>®</sup> Referral Program</b>	Thrive Discounts			
	Thrive Credits			
	Thrive Bonuses and Incentives			

**We deliver more electricity sourced from renewables to the grid than our customers consume**

<sup>1</sup> Peak rate: 7am - 11pm Monday - Friday. Off-peak rate: all other times. Controlled load is generally available between 11pm - 7am. Customers currently receiving Time of use can switch to Diamond Energy and continue to receive this tariff.

<sup>2</sup> Peak rate: 3pm - 9pm Monday - Friday. Shoulder rate: 7am - 3pm & 9pm - 10pm Monday - Friday, 7am - 10pm Saturday - Sunday. Off-peak rate: all other times. Controlled load: summer (2am 1st Sunday in October to 2am 1st Sunday in April) midnight - 8am, winter (2am 1st Sunday in April to 2am 1st Sunday in October) 11pm - 7am.

<sup>3</sup> Eligibility and hours of operation of controlled load are as set by your Distributor.

# Ongoing agreement with ongoing benefits

## Which rate applies to me?

Single rate: You will be charged the same rate for electricity you use at all times of the day.

Time of use or Time of use (flexi): You will be charged different electricity rates depending on the time of day you are using electricity.

## Solar feed-in

Our Diamond Energy Standard Feed-in Rate is **10.2 cents/kWh** for solar-PV systems up to 10kW or as otherwise agreed.

PFIT sites: If you are eligible to receive the Premium Feed-in Tariff of **60 cents/kWh**, we will provide **70.2 cents/kWh** (which includes Diamond Energy Standard Feed-in Rate of 10.2 cents/kWh). The PFIT Scheme is closed to new customers.

## Discounts

Our discounts are ongoing and apply to daily supply charge and usage rates, only. If you have solar, we will discount your charges but not reduce your solar feed in credits.

**Pay on Time:** 3% discount where you agree to receive invoices by email and full payment is received by the due date. The Pay on Time discount may appear as a credit on your next bill. **Direct Debit:** 3% discount where full payment is made by automated direct debit. **Renewable Energy Discount:** 4% where you agree receive invoices by email and full payment is made by automated direct debit.

**Our maximum discount is 100%**

Our maximum discount (including Pay on Time, Direct Debit, Renewable Energy Discount plus Thrive discounts) is 100% of your charges.

## Thr1ve® Referral Rewards explained

For each customer / property you refer during your agreement with us, you receive additional Thrive Discounts on daily supply charge and usage rates of 2% (for first 2yrs they are with us) and then 1% (for further years they are with us). Your friend receives \$35 (incl. GST) sign up credit. Additional credits are also available. For details, visit our [Thr1ve®](#) page.

## Billing and payments

Billing is typically quarterly. If you have a smart meter, you can contact us to see if your meter can enable us to bill you monthly.

Payment options include electronic funds transfer (from bank account or credit card), BPay, by cheque, online via credit card or in person at any Post Office.

You can also set up bill smoothing to help manage your budget by making weekly, fortnightly or monthly instalments.

## Fees (incl. GST)

Credit card payment processing fee	0.60%
Dishonoured payment fee (cheque)	\$20
Dishonoured payment fee (direct debit)	\$10
Late payment fee	\$15
Establishment fee	\$22

Other fees may apply including, meter special reads, meter installation, meter reconfiguration, energisation and de-energisation.

## Variations

Electricity Charges may be updated on the day that is one month after network tariff price changes. We may vary the discounts, solar feed-in rates and other charges from time to time and notify you in accordance with our [Terms and Conditions](#) and the applicable regulations.

## Cooling off period

A cooling off period of 10 days applies. You can cancel during this period without penalty by sending an email or giving us a call.

## Concessions

Concessions are available for eligible concession card holders (including health care, pension and DVA Gold Card). Please contact us if you haven't received an email about your concession.

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### Glossary:

**Daily supply charge:** a charge that applies for supplying electricity to your property for each day of the billing period, regardless of how much electricity you use.

**kWh:** a 'kWh' stands for kilowatt hour and is the unit of measurement for your electricity usage.

**Controlled load:** is an appliance connected to a separate circuit, normally a hot water system, slab heating or a pool pump, and is metered and runs on a timer set by your distributor.

**Distributor:** Your distributor is the company who owns all the poles and electricity wires, making it possible to deliver electricity to your home.