

Everyday Renewable Saver

Market Contract Details - Residential - Essential Energy



	Electricity Charges	Unit	Incl. GST	Discounts Available
Single rate	Daily supply charge	c/day	148.50	✓
	All day rate first 100 kWh per calendar month	c/kWh	38.28	✓
	All day rate balance kWh per calendar month	c/kWh	44.55	✓
Time of use ¹	Daily supply charge	c/day	181.50	✓
	Peak rate first 340 kWh per calendar month	c/kWh	54.45	✓
	Peak rate balance kWh per calendar month	c/kWh	63.80	✓
	Shoulder rate	c/kWh	37.13	✓
	Off-peak rate	c/kWh	37.13	✓
Controlled load 1 ²	Daily charge	c/day	6.60	✓
	All usage	c/kWh	20.57	✓
Controlled load 2 ³	Daily charge	c/day	6.60	✓
	All usage	c/kWh	20.57	✓

Solar feed-in	Diamond Energy Standard Feed-in Rate - 5.2c/kWh
Ongoing discounts	Pay on Time - 2% Conditional, including email billing
GreenPower options	100% at 5.50c/kWh 50% at 2.75c/kWh
Thr1ve® Referral Program	Thrive Discounts - 2% for each referred customer

Estimated yearly cost of \$2,527 including GST for an average household using 4,613kWh/year on single rate tariff in Essential Energy network. This is equal to the Reference Price.

You can save more with our ongoing Pay on Time and Thrive Referral discounts.

¹The seasonal changes to timings are listed below. Business days are Monday to Friday.

² Peak rate: 7am - 9am & 5pm - 8pm Monday - Friday. Shoulder rate: 9am - 5pm & 8pm - 10pm Monday - Friday. Off-peak rate: all other times.

³ Controlled load 1: 5 - 9 hours overnight on weekdays, extra hours on weekends (except when load controlled by time clock).

³ Controlled load 2: 10 - 18 hours per day on weekdays, extra hours on weekends (except when load controlled by time clock).

Basic Plan Information containing key details of the plan are available on our website at www.diamondenergy.com.au and will be provided upon request.

These are our rates for residential customers that have a residential classification by Essential Energy. If we find that an alternative customer classification applies, the corresponding customer rates will apply.

Offer ID's: Single rate (DIA34674MRE5), Two rate: single rate with controlled load (DIA34673MRE5), Time of use (DIA49019MRE7) and Time of use with controlled load (DIA49018MRE7) Full terms and conditions and Basic Plan Information are available at www.diamondenergy.com.au

Effective from: 1/7/2023

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: You will be charged different electricity rates depending on the time of day you are using electricity.

Generally, when you transfer to us, we will apply the single rate or time of use rates structure that corresponds with your underlying network tariff. If you would like to discuss your options, please contact us.

Solar feed-in

Our Diamond Energy Standard Feed-in Rate is **5.2 cents/kWh** for solar-PV systems up to 10kW or as otherwise agreed.

Discounts

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

Pay on Time: 2% discount is conditional where full payment is received by the due date and you are receiving your bill via email (only). The pay on time discount may appear as a credit on your next bill.

Our maximum discount is 100%

Our maximum discount (including Pay on Time plus and Thrive discounts) is 100% of your charges.

Thr1ve® Referral Rewards

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 each year they are with us). Your friend also receives \$35 (incl. GST) sign up credit. 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 National Australia Bank branch.

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, re-energisation and de-energisation.

Variations

We may vary the charges, discounts, solar feed-in rates and our [Terms and Conditions](#) from time to time. We will notify you prior to any changes.

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.

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

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.