



# 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.

## Solar feed-in

Our Diamond Energy Standard Feed-in Rate is **7.0 cents/kWh** for solar-PV systems up to 10kW or as otherwise agreed.

**SA Solar Feed-in Scheme:** If you are eligible to receive the Solar Feed-in Scheme of **44 cents/kWh**, we will provide **51.0 cents/kWh** (which includes the Diamond Energy Standard Feed-in Rate of 7.0 cents/kWh). The Solar Feed-in Scheme is closed to new customers.

## 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:** 7% 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.

### Our maximum discount is 100%

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

## Thrive® 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 [Thrive®](#) 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, 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.