

# How to read your Diamond Energy Electricity Bill



## Key Points About Your Bill

Generally, residential customers are billed quarterly - small businesses monthly. Where possible, we bill you based on actual reads from your meter, instead of estimates - your bill may be delayed if we are delayed in receiving actual reads from your Distributer.

Any Feed-in Credits will appear as a credit on your bill.

If your Total Amount Payable is in credit >\$50 and you have nominated a bank account, then it will be credited to your nominated bank account. Refer to our Terms and Conditions for further details.

This is your Account Number, amount payable, due date for payment, invoice number & issue date for the bill.  
If you see a minus (-) you are in credit – we owe you!

Opening Balance – Payment(s) Received  
= Current Balance

Account Summary	
Opening Balance	\$166.34
Payment Received	\$166.34
Current Balance	\$0.00
<hr/>	
Energy	\$464.33
Environmental	-\$309.84
Metering & Other	\$55.91
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Total Invoice (Excl. GST)	\$210.40
GST	\$52.02
Invoice Total	\$262.42
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<b>Total Amount Payable:</b>	<b>\$262.42</b>

Statement Summary	
Account Number:	2012004222
<b>Amount Payable:</b>	<b>\$262.42</b>
Issue Date:	24/09/2013
Due Date:	08/10/2013
Invoice Number:	8973
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To Contact Us	
Customer Service	1300 838 009
Email	<a href="mailto:billing@diamond-energy.com">billing@diamond-energy.com</a>
Power Failures & Faults	1300360795
Distributor	SPI Electricity Pty Ltd

**Direct Debit Information (please do not pay this account)** - The total amount payable of **\$262.42** above will be automatically debited from your nominated bank account on **8/10/2013** unless we hear from you at least 5 working days prior to this date.

Contact details for Diamond Energy and for Power Faults & Failures

Summary of Energy (total charges for energy purchased from the grid), Environment (export electricity into the grid e.g. Feed-in Credits) and Metering & Other (Service Charges and applicable discounts)

Summary statement of what you need to do

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NMI xxxxxxxxxx  
 Period 20/06/2013 to 17/09/2013  
 Supply Address 1 Sunset Way, Solarville, VIC  
 Bill Days 90  
 Next Anticipated Read Date 18/12/2013  
 (+/- 2 Business Days)

The Period your bill covers and number of days in the billing period

Estimate for next meter read date

Usage and Average Cost	
Total Usage (This Account) - kWh	2,233.80
Total Usage (Same Time Last Year) - kWh	n/a
Avg. Daily Usage (This Account) - kWh	24.82
Avg. Daily Usage (Same Time Last Year) - kWh	n/a
Avg. Cost per Day (incl. GST) (This Account)	\$2.92
Est. Greenhouse Gas Emissions - t CO2-e	3.06

Average Daily Usage (from the grid) and Average Cost per Day - useful for comparison of bills

Electricity Tariff Breakdown			
	Quantity	Rate	Total
<b>Energy</b>			
Off Peak Charge	1,608.600 kWh	17.4000 c/kWh	\$279.90
Peak charge 340 kwh/mth	625.200 kWh	29.5000 c/kWh	\$184.43
Peak charge over 340 kwh/mth	0.000 kWh	30.9000 c/kWh	\$0.00
<b>Environmental</b>			
Transitional Feed in-Tariff	-938.900 kWh	33.0000 c/kWh	(\$309.84)
<b>Metering &amp; Other</b>			
Service Charge	90 Days	80.000 c/day	\$72.00
3% Direct Debit Discount		3.0 %	(\$16.09)
<b>Total Ex GST</b>			\$210.40
GST			\$52.02
<b>TOTAL</b>			<b>\$262.42</b>

Breakdown of energy usage – depending on your tariff

Solar – export electricity to the grid

Feed-in Credits appear as negative costs

GST applies to all charges - Concessions & Feed-in Credits already include GST

Metering & Other will also include Concessions and once off charges - such as Establishment Fee and Meter Upgrade

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**Energy Usage** - When no current meter reading is available we may estimate your energy usage using historical usage data. We then adjust your bill the next time your meters are read. In this way you will not be charged for more than you actually use. You can find the date of your Next Meter Read above.

For **Billing** or **Payment Enquiries** or information about **Special Payment Plans** - call us on 1300 838 009.

**GST Amount** - calculated based on all components, except Feed-in Tariff. Your Feed-in Tariff Amount includes GST.

**Concessions** - customers with concession cards may be eligible for Government Electricity Rebates. For concession information and eligibility refer to our website: [www.diamondenergy.com.au](http://www.diamondenergy.com.au)

**Greenhouse Gas Emissions** - estimated based on your energy usage for the period (Vic only).

**Complaints/Feedback** - we are pleased to help you if you have a concern about our electricity services - call us on 1300 838 009.

**Interpreter Services** - phone 131 450  
Italiano - Español - العربية - Hrvatski - Tiếng Việt - Ελληνικά

## Written Enquiries

Level 1, 695 Burke Rd  
Camberwell VIC 3124  
Fax: (03) 9006 9031  
Email: [billing@diamond-energy.com](mailto:billing@diamond-energy.com)

**Moving House?** - visit [www.diamondenergy.com.au](http://www.diamondenergy.com.au) or call us on 1300 838 009 to arrange electricity at your new address and final meter readings for your existing Diamond Energy account. Please allow us 5 business days' notice.

**Meter Access** - so that we are able to provide you with accurate accounts based on actual reads, please ensure that locked gates, dogs, or other obstructions do not prevent access to your meter.

**Meter** - if your meter is read remotely and you do not pay your electricity account after Diamond Energy has made several attempts to notify you about your bill in arrears by telephone, mail and possibly a visit, your meter may be disconnected remotely.

**Security Deposit** - there is no security deposit provided by you to Diamond Energy.







## Important information you should know

This section contains information about the different payment methods & reference numbers for payments.


*If you opt for Electronic Funds Transfer, BPAY or Online, you will need to include the checksum as included.*

Payment	Slip For	Solar, Sally	Customer Number	2011111111	Invoice Number	25374	Due Date	21/08/2014	Total Due	\$396.52
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 <b>by electronic funds</b> Pay to below account quoting reference: 20113010811 Account Name: Diamond Energy Retail B SB: 083-170 Account Number: 188075505	 <b>by mail</b> Detach this section and mail your cheque to: Diamond Energy Retail Level 1, 695 Burke Rd Camberwell VIC 3124	 <b>by Direct Debit</b> Direct Debit is an easy option to paying your bills on time. To arrange for payment to be made from your Bank, Credit Union or Building Society account please contact PHONE: 1300 838 009.
 <b>Billers code: 102467</b> <b>Quote Ref: 2011111111</b>	 <b>Online</b> To pay your account online visit <a href="http://www.diamondenergy.com.au">www.diamondenergy.com.au</a> Please remember to use your customer reference number of 20113010811.	 <b>in person</b> Present this Invoice at any Post Office to make a payment via cash, EFTPOS or cheque.

Contact your bank or financial institution to make this payment from your cheque, savings, debit, or transaction account. More info: [www.bpay.com.au](http://www.bpay.com.au)



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