

**QUEENSLAND**

**Effective May 2019** - subject to change

Diamond Energy may apply additional Service Fees and Charges in relation to management of your electricity account, meter and/or Supply Address in accordance with your Retail Electricity Supply Agreement with Diamond Energy, a summary of which is provided below.

**Distributor Charges (Energex)**

Your Distributor or Local Network Service Provider (who provides the electricity poles, wiring and metering in your area) may charge fees in relation to services performed in relation to your supply address. The most common of which are provided below, other fees that may apply can be made available upon request.

To determine which Distributor applies to your supply address, please refer to your electricity bill.

| Item  | GST excl.    | GST incl. |
|---|--------------|-----------|
| Special Read Fee  | \$ 10.25     | \$ 10.54  |
| Supply reconnection/reenergisation <sup>2</sup><br><i>(business hours)</i>      | \$ 46.81     | \$ 48.14  |
| Supply reconnection/reenergisation <sup>2</sup><br><i>(after hours)</i>         | \$ 73.40     | \$ 75.48  |
| Supply disconnection/de-energisation <sup>2</sup><br><i>(includes move-out)</i> | -            | -         |
| New connection  | pass through |           |
| Meter investigation/accuracy testing  | pass through |           |
| Inverter Testing/Inspection   | pass through |           |
| Special meter read  | pass through |           |

**Notes:**

- <sup>1</sup> The services performed and charges applied for new Solar PV installations vary by Distributor and the specific metering arrangement at a site. The charges above represent the most common and can vary.
- <sup>2</sup> Disconnection/Reconnection fee applies for an active site where 3 business days' notice of the desired reconnection or disconnection date is given and where it is performed during normal business hours as defined by your distributor. Different charges apply where this is not the case.
- <sup>3</sup> We may pass through all or part of any new or varied fee, charge or tax introduced by a government, regulator, or Distributor.

**Other Account Service Fees**

Diamond Energy may apply the following fees in relation to your account as required:

| Item                   | GST excl. | GST incl. |
|------------------------|-----------|-----------|
| Accelerated transfer   | \$ 9.77   | \$ 10.75  |
| Dishonored Payment Fee | \$ 9.09   | \$ 10.00  |
| Bill reprint           | \$ 5.00   | \$ 5.50   |
| Paper Bill             | \$1.75    | \$1.93    |

Diamond Energy can provide historical billing information, paper bills and/or interval data (if available) upon request. However we may charge the reasonable costs of obtaining and supplying such information/data for multiple requests in any 12 month period.

**Contact Details:**

Address: 695 Burke Road, Camberwell VIC 3124  
 Telephone: 1300 838 009  
 Fax: 03 9009 9031  
 Email: [customerservice@diamond-energy.com](mailto:customerservice@diamond-energy.com)  
 Website: [www.diamond-energy.com](http://www.diamond-energy.com)