

VICTORIA

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

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.
Solar PV Meter ¹ – new installation		
- Citipower (truck visit)	\$ 563.53	\$619.88
- Jemena (truck visit)	\$ 466.68	\$ 513.35
- Powercor (truck visit)	\$ 652.33	\$717.56
- Ausnet Services (truck visit + meter exit fee))	\$354.94	\$390.43
- United Energy (truck visit)	\$ 346.48	\$381.13
Solar PV Meter ¹ – remote reconfiguration		
- Citipower	\$ 56.58	\$62.24
- Jemena	\$ 53.09	\$58.39
- Powercor	\$56.85	\$62.24
- Ausnet Services	\$ 29.78	\$32.76
- United Energy	\$ 62.48	\$68.73
Supply reconnection/reenergisation ² (business hours)		
- Citipower	\$ 47.53	\$52.28
- Jemena	\$37.55	\$41.31
- Powercor	\$ 54.62	\$60.08
- Ausnet Services	\$ 19.53	\$21.48
- United Energy	\$ 48.29	\$53.12
Supply reconnection/disconnection (Remote)		
- Citipower	\$10.67	\$11.74
- Jemena	\$11.56	\$12.72
- Powercor	\$10.72	\$11.79
- Ausnet Services	\$6.68	\$7.35
- United Energy	\$11.96	\$13.16
Supply reconnection/reenergisation ² (after hours)		
- Citipower	\$ 172.61	\$189.87
- Jemena	\$ 59.67	\$65.64
- Powercor	\$241.25	\$265.38
- Ausnet Services	\$351.74	\$386.91
- United Energy	\$ 85.69	\$94.26
Supply Disconnection/deenergisation ² (business hours)	pass through	
New connection	pass through	
Meter investigation/accuracy testing	pass through	
Truck Visit	pass through	
Inverter Testing/Inspection	pass through	

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	\$ 50.00	\$ 55.00
Credit card payment processing fee	-	0.60%
Dishonoured Payment Fee – Cheque	\$ 18.18	\$ 20.00
Dishonoured Payment Fee – Direct Debit	\$ 9.09	\$ 10.00
Urgent Service Order Fee	\$25.00	\$27.50
Establishment Fee	\$ 20.00	\$ 22.00
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.

Notes:

- ¹ The services performed and charges applied for new Solar PV installations vary by Distributor and the specific metering arrangement required. The charges above represent the most common and can vary.
- ² Disconnection/Reconnection fee applies when where 3 business days' notice of the desired reconnection or disconnection date is given and where it is performed during normal business hours. Different charges apply where this is not the case.
- ³ We may pass through all or part of any new or varied fee, charge or tax introduced by a government, regulator, or Distributor. Our reasonable costs for arranging and managing such services may be included in addition to the above charges in instances.

Contact Details:

Address: 695 Burke Road, Camberwell VIC 3124
 Telephone: 1300 838 009
 Fax: 03 9009 9031
 Email: customerservice@diamond-energy.com
 Website: www.diamond-energy.com