

This form is for a new customer (residential or small business) to apply for the installation of a new electricity meter and connection at a supply address. We will set up the new account with the details of the Account Representative in this form on our Market Contract with the rates and charges that apply in the supply address area.

Any charges associated with the new electricity meter and connection will be included on your account with us.

How to complete and submit this form

You might need to ask your electrician or builder for help in completing the meter and supply details. This information will assist your application. Please complete this form and email this form to customerservice@diamond-energy.com with any other required documentation. Alternatively you can call **1800 838 009** during business hours for further assistance.

What installation service do you need?

 permanent

 temporary

 temporary supply in permanent position

Supply Address details

lot number	<input type="text"/>	unit number	<input type="text"/>	street number	<input type="text"/>	street name	<input type="text"/>	
suburb	<input type="text"/>			postcode	<input type="text"/>	deposited plan number	<input type="text"/>	<i>optional</i>

Type of property:

 residential

 business

For new installations at multiple dwellings please contact us by calling **1800 838 009** during business hours or emailing customerservice@diamond-energy.com.

I understand that full and unlimited site access must be available. If access is restricted, this may delay my request and additional fees may apply. If there are any known access issues (such as locked gates and meter boxes) or site hazards, please provide details:

Is there any life support equipment or critical power requirements at the supply address?

 no

 yes

(Please note that to register as a customer with life support needs, we will require details of the equipment and a supporting medical certificate)

Paperwork and reference number requirements:

Electrical Works Request (EWR)	<input type="text"/>	<i>QLD only</i>	Photovoltaic Small Embedded Generator number (PV SEG)	<input type="text"/>	<i>solar installations only</i>
REX number	<input type="text"/>	<i>SA only</i>	Vic CR number	<input type="text"/>	<i>Citipower / Powercor only</i>

For VIC (Jemena/United Energy/AusNet Services) please provide the Electrical Works Request (EWR) and Certificate of Electrical Safety (CES) alongside this application form where applicable. You may be required to produce additional paperwork or reference numbers at site for meter installations to proceed.

Account Representative

title	<input type="text"/>	first name	<input type="text"/>	surname	<input type="text"/>
mobile phone	<input type="text"/>			email	<input type="text"/>
business name	<input type="text"/>			ABN	<input type="text"/>
identification	<input type="text"/>	ID details	<input type="text"/>	date of birth	<input type="text"/>
postal address	<input type="text"/>				
	<i>if different from supply address</i>				

Secondary Contact / Authorised contact person

title	<input type="text"/>	first name	<input type="text"/>	surname	<input type="text"/>
contact number	<input type="text"/>			email	<input type="text"/>
business name	<input type="text"/>			ABN	<input type="text"/>
	<i>if applicable</i>			date of birth	<input type="text"/>
	<i>if applicable</i>				

Supply Charges and Agreement Term

Our single-rate, two-rate (with controlled load) & time-of-use offers are included in the Market Contract Details for your region and are available on our website. Our market contract is an ongoing agreement which continues until you or we end it. Our discounts continue to apply as long as you maintain eligibility. After we receive your application, we will send you a Welcome Pack which will contain the full offer details including rates, discounts, fees and charges in your region along with the Terms.

Details of Registered Electrical Contractor *(for NSW, this will be the Accredited Service Provider)*

This information is required for installations only:

contact name	<input type="text"/>	business name	<input type="text"/> <i>if applicable</i>
ABN	<input type="text"/> <i>if applicable</i>	Electricity license number	<input type="text"/>
postal address	<input type="text"/> <i>if different from supply address</i>		
contact number	<input type="text"/>	email	<input type="text"/>

Does the electrician need to be present when the work is conducted at site? no yes

Connection and metering requirements *(new installations only)*

For requests to install a new connection and electricity meter, we require some additional information from you. Failure to provide accurate information can lead to delays and fees for wasted visits from technicians which can lead to further costs to you.

Number of meter supply phases required:	Metering required:
single phase other multi-phase	single phase, single element low voltage CT (current transformer) metering high
2 phase unknown	single phase, multi-element voltage metering
3 phase	3 phase whole current metering unknown

Are solar panels to be installed at the site? no yes If yes, what is the size of the solar system? **kW**

Are there any off-peak requirements at the site?	Supply installation required?	What is the maximum demand at the site?
no yes	underground overhead to underground	<input type="text"/>
	overhead transformer overhead	
	underground to overhead transformer ground level	

Your authorisation for Diamond Energy to proceed acceptance of the Agreement

1. I authorise Diamond Energy to arrange for the Distributor / Meter Service Provider to install electricity at the supply address on the date the request is accepted, or as soon afterwards as can conveniently be arranged.
2. I consent for the Registered Electrical Contractor as included in this form to discuss details associated with the connection and electricity meter installation at the supply address with Diamond Energy.
3. I agree to accept any standard connection charges, which may apply and which will appear on my first account.
4. I understand most connection charges are passed-through by Diamond Energy from my Distributor / Meter Service Provider and vary according to the works required and my distribution zone.
5. Should the works attract a non-standard charge, I will be contacted for approval before proceeding. Acceptance of this offer also constitutes acceptance of the default Distribution Network standard connection agreement, it is the customer's responsibility to negotiate a different Distribution Network agreement, if one is needed.
6. I understand that Diamond Energy may use my credit information to carry out creditworthiness assessment of me. If Diamond Energy are not satisfied of my creditworthiness, Diamond Energy may stop the connection and meter installation and cancel the Agreement by notifying me or request a Security Deposit;
7. I acknowledge and agree that I am entering an Agreement and upon connection and meter installation, electricity will be sold to me at the supply address with the rates, fees and charges and terms as per Diamond Energy's Market Contract, with the details to be sent to me in a Welcome Pack.
8. I understand that Charges (including the amount and structure of any Charge), discounts, Feed-in rates and Terms and Conditions of my Market Contract may be varied from time to time and I will be notified in accordance with the Terms and Conditions and provided no less than 5 business days' notice before the variation applies;
9. I understand that I have the right to a 10 day cooling off period starting from the date my Welcome Pack is sent; and
10. I confirm that I am authorised to enter into this Agreement and I have read, understand and accept the terms of the Agreement and give my explicit informed consent.

Account Representative:

signature **full name** **date**

please tick here if you do not want to receive promotional material regarding related goods and services