Diamond Energy

Service Fees and Charges Summary

QUEENSLAND

Effective September 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	$ 9.58	$ 10.54
Supply reconnection/reenergisation[2] *(business hours)*	$ 10.53	$ 11.58
Supply reconnection/reenergisation[2] *(after hours)*	$ 113.73	$ 125.10
Supply disconnection/de-energisation[2] *(business hours - includes move-out)*	$ 10.53	$ 11.58
New connection	pass through	
Meter investigation/accuracy testing	pass through	
Inverter Testing/Inspection	pass through	
Special meter read	pass through	

Notes:

[1] 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.

[2] 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.

[3] 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
Credit card payment processing fee	-	0.60%
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:

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