

**NEW SOUTH WALES**

**Effective March 2020** - subject to change

Diamond Energy may apply additional Distributor Charges and / or Other Account Service Fees in relation to management of your electricity account, meter and/or Supply Address in accordance with your Retail Electricity Supply Agreement and the summary provided below. The fees included in this Service Fees and Charges Summary represent the most common fees and may vary.

**Distributor Charges**

Your Distributor or Local Network Service Provider (who provides the electricity poles, wiring and metering in your area) may charge fees for services performed at your supply address. A summary of most common Distributor Charges is shown below. Additional fees may apply and the fees included below may be varied by your Distributor.

To determine which Distributor applies to your supply address, you can refer to your electricity bill or contact us.

Item	GST excl.	GST incl.
Special Read Fee		
- Ausgrid	\$ 11.13	\$ 12.24
- Endeavour Energy	\$ 37.85	\$ 41.64
- Essential Energy	\$ 17.54	\$ 19.29
Supply reconnection/reenergisation <sup>2</sup> (business hours)		
- Ausgrid	\$ 11.13	\$ 12.24
- Endeavour Energy	\$ 70.51	\$ 77.56
- Essential Energy	\$ 17.54	\$ 19.29
Supply reconnection/reenergisation (after hours)		
- Ausgrid	\$ 109.72	\$ 120.69
- Endeavour Energy	\$ 72.48	\$ 79.73
- Essential Energy	\$ 136.27	\$ 149.90
Supply disconnection/de-energisation <sup>2</sup> (business hours - includes move-out)		
- Ausgrid (special read)	\$ 11.13	\$ 12.24
- Ausgrid (de-energisation)	\$ 159.33	\$ 175.26
- Endeavour Energy	\$ 75.70	\$ 83.27
- Essential Energy	\$ 54.62	\$ 60.08
Supply disconnection for non-payment		
- Ausgrid	\$ 159.33	\$ 175.26
- Endeavour Energy	\$ 75.70	\$ 83.27
- Essential Energy	\$ 54.62	\$ 60.08
New connection	pass through	
Meter investigation/accuracy testing	pass through	
Inverter Testing/Inspection	pass through	

**Other Account Service Fees**

Diamond Energy may apply the following Account Service Fees in relation to your account as required:

Item	GST excl.	GST incl.
Credit card payment processing fee	-	0.60%
Dishonoured Payment Fee – Cheque	\$ 18.18	\$ 20.00
Dishonoured Payment Fee – Direct Debit	\$ 9.09	\$ 10.00
Late Payment Fee	\$ 13.64	\$ 15.00
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:**

<sup>1</sup> 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 as defined by your distributor. Different charges apply where this is not the case. The reconnection fee is nil, where it is included in the disconnection fee above.

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](mailto:customerservice@diamond-energy.com)  
 Website: [www.diamond-energy.com](http://www.diamond-energy.com)