

Renters Reward Terms & Conditions

Renters Reward as is an add-on to our readily available market offers and is only available through selected Diamond Energy partners. The following Renters Reward Terms and Conditions can be read in conjunction with the Diamond Energy Small Customer Terms and Conditions (Market Contract) and form part of the Agreement between Diamond Energy Pty Ltd (ABN 97 107 516 334) ("us" or "we" or "our") and an eligible Customer ("you" or "your").

1. Renters Reward applies as an-add on to our readily available market offers.
2. A Solar System Package is to be (or has been) installed at the Supply Address and we provides the billing and collection services for the Net Solar Consumption Charge, as per the agreement with the solar system owner.
3. The Solar System Package includes a separate generation meter (in addition to your main electricity meter) installed in accordance with all regulatory standards and measures the gross electricity generation from the Solar System Package and enabling the calculation of electricity consumption from the Solar System Package at the address Supply Address (Data) to assist with the evaluation of Solar System performance and to facilitate the agreement with the solar system owner.
4. For the Agreement Term, electricity consumed from the Solar System Package when it is operating and as calculated using the generation meter will be charged at the Net Solar Consumption Charge and may appear as including GST on your invoice.
5. Diamond Energy discounts do not apply to any applicable Net Solar Consumption Charge.
6. Our Feed in Rate: Diamond Energy Standard Feed-in Rate will apply to your electricity account. Any surplus Solar System Package generated electricity not consumed will be exported to the electricity grid and will receive the Feed-in Rate: Diamond Energy Standard Feed-in Rate and will be included on your invoice as a credit amount. An equivalent amount will be also deducted from each invoice which may appear as Feed-in Credits Rights Transfer.
7. You will be billed monthly with for the Agreement Term, unless otherwise agreed in writing by us.
8. You acknowledge and understand that during the Agreement Term, you: (i) will not have any right to receive any payment, credit or other benefit in respect of the Feed in Credits; and (ii) authorise us to release the Data to Sales Channel or their Nominated Party. You acknowledge that this authorization is irrevocable and therefore you will not request or instruct us to cease providing the Feed in Credits to Sales Channel or their Nominated Party, except where Sales Channel informs us in writing that this is no longer required;
9. For the period where we are the electricity retailer for the Supply Address, you authorise us to pay and transfer all Feed in Credits as provided or mandated by any government renewable energy or solar incentive scheme and/or as provided by us (less any applicable fees and charges) to Sales Channel or their Nominated Party;
10. The solar system requires a live connection to the electricity grid to operate correctly. Where the Solar System Package including generation meter and/or premises is not available, shutdown or deactivated for any period of time, we may estimate the gross solar kWh output from your solar system and use this amount to calculate the Net Solar Consumption Charge to be applied to the relevant invoice(s).
11. We may apply other fees and charges to your invoice as applicable as per your agreement with your solar system owner.
12. We are a licensed electricity retailer. You can contact the Sales Channel regarding any issue relating to the design, sizing relative to your electricity usage, supply, installation, operation and ongoing maintenance of your solar system.

Contact Details

Diamond Energy Pty Ltd
Level 1, 695 Burke Road, Camberwell, VIC 3124
telephone: 1300 838 009
facsimile: 03 9006 9031
email: customerservice@diamond-energy.com
website: www.diamondenergy.com.au

Effective Date: September 2020