

VICTORIA

Effective August 2021 - 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. Any variation in these charges by Distributor may be passed on to you. Additional fees may also apply.

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

| Item | GST excl. | GST incl. |
|--------------------------------------------------------------------|--------------|-----------|
| Solar PV Meter¹ new installation | | |
| - Citipower (truck visit) | \$ 577.01 | \$ 634.71 |
| - Jemena (truck visit) | \$ 477.85 | \$ 525.64 |
| - Powercor (truck visit) | \$ 667.94 | \$ 734.73 |
| - Ausnet Services (truck visit/meter exit fee) | \$ 363.43 | \$ 399.77 |
| - United Energy (truck visit) | \$ 428.14 | \$ 470.95 |
| Solar PV Meter¹ remote reconfiguration | | |
| - Citipower | \$ 37.90 | \$ 41.69 |
| - Jemena | \$ 54.36 | \$ 59.80 |
| - Powercor | \$ 58.21 | \$ 64.03 |
| - Ausnet Services | \$ 30.49 | \$ 33.54 |
| - United Energy | \$ 65.93 | \$ 72.52 |
| Supply reconnection/reenergisation² (bus. hrs.) | | |
| - Citipower | \$ 48.67 | \$ 53.54 |
| - Jemena | \$ 38.45 | \$ 42.30 |
| - Powercor | \$ 55.93 | \$ 61.52 |
| - Ausnet Services | \$ 30.49 | \$ 33.54 |
| - United Energy | \$ 49.45 | \$ 54.40 |
| Supply reconnection/disconnection (Remote) | | |
| - Citipower | \$ 10.92 | \$ 12.01 |
| - Jemena | \$ 10.40 | \$ 11.44 |
| - Powercor | \$ 10.98 | \$ 12.08 |
| - Ausnet Services | \$ 6.83 | \$ 7.51 |
| - United Energy | \$ 11.13 | \$ 12.24 |
| Supply reconnection/reenergisation² (aft. hrs.) | | |
| - Citipower | \$ 176.75 | \$ 194.43 |
| - Jemena | \$ 61.10 | \$ 67.21 |
| - Powercor | \$ 247.02 | \$ 271.72 |
| - Ausnet Services | \$ 360.15 | \$ 396.17 |
| - United Energy | \$ 132.63 | \$ 145.89 |
| Supply disconnection/deenergisation² (bus. hrs.) | | |
| - Citipower | \$ 10.92 | \$ 12.01 |
| - Jemena | \$ 10.40 | \$ 11.44 |
| - Powercor | \$ 10.98 | \$ 12.08 |
| - Ausnet Services | \$ 6.83 | \$ 7.51 |
| - United Energy | \$ 11.13 | \$ 12.24 |
| Special Read | | |
| - Citipower | \$ 31.18 | \$ 34.30 |
| - Jemena | \$ 34.34 | \$ 37.77 |
| - Powercor | \$ 49.11 | \$ 54.02 |
| - Ausnet Services | \$ 1.46 | \$ 1.61 |
| - United Energy | \$ 0.89 | \$ 0.98 |
| 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 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 |
| 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 fees applied for new Solar PV installations vary by Distributor and the specific metering arrangement required.
- 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.

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:

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