Understand Your Bill: Residential and Small Business Customers

Please note some details and wording on your bill may differ to the example pictured, depending on state and electricity meter type.

1. Account name and address

The address for us to send any mail notices for the site.

2. Account Details

Account details including NMI (national meter identifier), **Diamond Energy Account** Number, the invoice number and the issued date of the invoice.

3. Contact information

Our contact details to help you with any billing, metering or tariff inquiries.

4. Power Failure and Faults

Contact details (24hr) for your to call if there is an outage or electricity emergency in your area.

5. Amount Payable

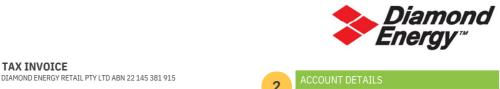
This is the amount to pay on the due date.

6. Direct Debit Date / Due Date

The date that the Amount Payable is due. If you have set up Direct Debit on your account, the payment will be processed automatically.

7. Payment options

Available payment methods.



Smith, John 1 EXAMPLE STREET SYDNEY NSW 2000

Hi John,

Here is your electricity bill for supply address:

1 EXAMPLE STREET, SYDNEY, NSW, 2000

123456 Invoice Number Issue Date 07-Aug-2023 How to contact us 3 Phone 1300 838 009 Email customerservice@diamond-energy.com Wehsite www.diamondenergy.com.au Address 101 Greville St, Prahran VIC 3181

National Meter Identifier (NMI)

Account Number

41234567891

1234567891

Need help?

Faults or emergencies Ausgrid on 13 13 88, 24 hours a day Energy and Water Ombudsman 1800 246 545

COULD YOU SAVE MONEY ON ANOTHER PLAN?

We have one market offer per network tariff for all customers. Based on your past usage, you are on the best plan we can offer you.

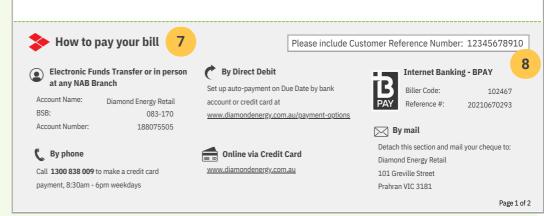
To compare available plans, visit the Energy Made Easy website at www.energymadeeasy.gov.au.

This message is required by the Australian Energy Regulator.

\$212.87

21-Aug-2023

The Amount Payable will be automatically debited on the Direct Debit Date unless we hear from you at leave five business days prior to this date



8. Customer Reference Number

To ensure your payments are linked to your account in our billing system, please include your Customer Reference Number when submitting the payment.

v1 Sep23

Understand Your Bill: Residential and Small Business Customers

9. Plan Summary

Discounts and features of your current Diamond Energy Plan.

10. Average Daily Usage summary

Your total usage, average daily usage and average daily solar export (if applicable) for this billing period.

11. Supply address and billing period

The address of the property we are billing you for and the period of time covered by this bill.

12. Meter Details

All meter registers on this NMI, the read dates for the billing period and the usage recorded on each register.

13. Energy usage and rates breakdown

This is a more detailed breakdown of quantity used (kWh), the rates and total cost for the billing period. Rates and Amount are inclusive of GST.

14. Feed-in credit

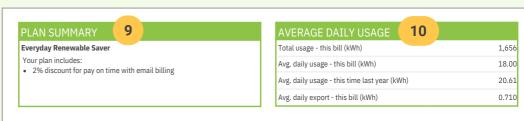
If you have solar, this will include the amount you exported to the grid and the associated credit amount. shown in brackets.

15. Metering and Other

A breakdown of daily related charges and ongoing rebates or concessions that may be applicable to you.

16. Total for this billing period

Total charges for this billing period and if applicable, after discounts, concessions and solar credits.



UNDERSTAND YOUR BILL

12

16

For supply at 1 EXAMPLE STREET, SYDNEY, NSW 2000 Billing period 01-Jul-23 to 31-Jul-23 (31 days)

11

	METER DETAILS								
	METER NUMBER	READ DATE	READ TYPE	RATE DESCRIPTION	START READ	END READ	USAGE (KWH)		
	123456-B1	31 Jun 23	Actual	Solar	5744.300	5766.300	22.00		
	123456-E1	31 Jun 23	Actual	Energy	71890.500	72372.500	482.000		

CHARGES 13	TIME PERIOD	QUANTITY	PRICE	AMOUNT (INCL. GST)
ENERGY				
All day 1 rate - 1st 100 kWh/month		100.000 kWh	\$0.3273/kWh	\$32.73
All day 2 rate - Balance kWh/month		382.000 kWh	\$0.4235/kWh	\$161.78
SOLAR	14			
Diamond Energy Feed-in Credit	14	22.00 kWh	- \$0.0520/kWh	(\$1.14)
METERING & OTHER				
Service to property charge	15	31 Days	\$0.7700/day	\$23.87
Pay on Time Discount			(\$4.37)	
TOTAL (INCL. GST)				\$212.87
GST	\$21.84			
Opening balance 17				\$0.00
Payment received				\$0.00
AMOUNT PAYABLE				\$212.87

Assistance and support services

Hearing/speech impaired

Need an interpreter?

Phone **131 450** or visit <u>www.tisnational.gov.au</u> Italiano - Español - عربی - Hrvatski - Tiếng Việt -Ελληνικά

Need payment assistance?

 $Phone \, \textbf{1800 555 660} \, \text{or visit} \, \underline{www.relayservice.gov.au} \qquad \text{There are a number of options available to eligible customers,} \\$ including Government Electricity Rebates. For support, visit our website:

> www. diamondenergy.com.au/hardships-payment-difficulties For concession information and eligibility refer to our website: www.diamondenergy.com.au/concessions-rebates



Amount due \$221.60

Direct Debit Date 21 Aug 2023

Customer reference 12345678910

Page 2 of 2

17. Recent account history

This is a summary of recent activity on your account since your last bill was issued, including any amounts owing and amounts paid in the period. An Opening Balance of \$0 means that you have fully paid your account up to the issuing of this bill.

> 2 v1 Sep23