

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.

TAX INVOICE

DIAMOND ENERGY RETAIL PTY LTD ABN 22 145 381 915

1

Smith, John

1 EXAMPLE STREET
SYDNEY NSW 2000

Hi John,

Here is your electricity bill for supply address:

1 EXAMPLE STREET, SYDNEY, NSW, 2000



2

ACCOUNT DETAILS

National Meter Identifier (NMI)	41234567891
Account Number	1234567891
Invoice Number	123456
Issue Date	07-Aug-2023

How to contact us

3

Phone	1300 838 009
Email	customerservice@diamond-energy.com
Website	www.diamondenergy.com.au
Address	101 Greville St, Prahran VIC 3181

4

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.

AMOUNT PAYABLE

5

\$212.87

DIRECT DEBIT DATE

6

21-Aug-2023

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



How to pay your bill

7

Please include Customer Reference Number: 12345678910



Electronic Funds Transfer or in person at any NAB Branch

Account Name: Diamond Energy Retail
BSB: 083-170
Account Number: 188075505



By phone

Call **1300 838 009** to make a credit card payment, 8:30am - 6pm weekdays



By Direct Debit

Set up auto-payment on Due Date by bank account or credit card at www.diamondenergy.com.au/payment-options



Online via Credit Card

www.diamondenergy.com.au



Internet Banking - BPAY

Biller Code: 102467
Reference #: 20210670293



By mail

Detach this section and mail your cheque to:
Diamond Energy Retail
101 Greville Street
Prahran VIC 3181

8

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.

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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.

PLAN SUMMARY

9

Everyday Renewable Saver

Your plan includes:

- 2% discount for pay on time with email billing

AVERAGE DAILY USAGE

10

Total usage - this bill (kWh)	1,656
Avg. daily usage - this bill (kWh)	18.00
Avg. daily usage - this time last year (kWh)	20.61
Avg. daily export - this bill (kWh)	0.710

UNDERSTAND YOUR BILL

For supply at 1 EXAMPLE STREET, SYDNEY, NSW 2000

11

Billing period 01-Jul-23 to 31-Jul-23 (31 days)

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

CHARGES	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				
Diamond Energy Feed-in Credit		22.00 kWh	-\$0.0520/kWh	(\$1.14)
METERING & OTHER				
Service to property charge		31 Days	\$0.7700/day	\$23.87
Pay on Time Discount			2.0%	(\$4.37)
TOTAL (INCL. GST)				\$212.87
GST				\$21.84
Opening balance				\$0.00
Payment received				\$0.00
AMOUNT PAYABLE				\$212.87

Assistance and support services

Hearing/speech impaired

Phone **1800 555 660** or visit www.relayservice.gov.au

Need an interpreter?

Phone **131 450** or visit www.tisnational.gov.au
Italiano - Español - عربي - Hrvatski - Tiếng Việt - Ελληνικά

Need payment assistance?

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.