

	Charges	Unit	Inc. GST	Discounts Available
Single rate¹ (not available if you have solar)	Daily supply charge	c/day	125.95	✓
	All day rate first 333 kWh per calendar month	c/kWh	35.04	✓
	All day rate balance kWh per calendar month	c/kWh	40.04	✓
Time of use² (T52)	Daily supply charge	c/day	131.45	✓
	Peak rate first 333 kWh per calendar month	c/kWh	40.21	✓
	Peak rate balance kWh per calendar month	c/kWh	41.58	✓
	Off-peak rate	c/kWh	21.80	✓
Time of use³ (T72 - not available if you have solar)	Daily supply charge	c/day	211.75	✓
	Peak rate first 333 kWh per calendar month	c/kWh	31.63	✓
	Peak rate balance kWh per calendar month	c/kWh	35.20	✓
	Off-peak rate	c/kWh	23.16	✓
Controlled load⁴ (if applicable)	All usage	c/day	21.78	✓
Solar feed in	Diamond Energy Standard Rate - 12c/kWh			
	Premium Feed In Rate - 72c/kWh			
Ongoing discounts	Direct Debit - 3%			
	Pay on Time - 7%			
GreenPower options	20%, 50% or 100% available			

We deliver more electricity sourced from renewables to the grid than our customers consume

¹ 2 rate offer can be provided to customers with NEE12, NEE16, NEE17, NEE18 (<160 MWh p/a) and NEE40, NEE42, NEE43 (160-400 MWh p/a).

² Peak rate: 7am - 11pm Monday - Friday. Off-peak rate: all other times.

³ Peak rate: 7am - 11pm Monday - Friday. Off-peak rate: all other times. Additional COMMS charge may apply for sites >160 MWh p/a (T3 or T4 metering).

⁴ Eligibility and hours of operation of controlled load are as set by your Distributor. Controlled load generally available between 11pm - 7am. Controlled load: summer (2am 1st Sunday in October to 2am 1st Sunday in April) midnight - 8am, winter (2am 1st Sunday in April to 2am 1st Sunday in October) 11pm - 7am.

Ongoing agreement with ongoing benefits

Which rate applies to me?

Single rate: You will be charged the same rate for electricity you use at all times of the day.

Time of use or Time of use (flexi): You will be charged different electricity rates depending on the time of day you are using electricity.

Solar feed in

Our Diamond Energy Standard Feed in Rate is **12 cents/kWh** for solar-PV systems up to 10kW or as otherwise agreed.

PFIT sites: If you are eligible to receive PFIT, we will provide a solar feed in rate of **72 cents/kWh**. The PFIT scheme is closed to new participants.

Discounts

Our discounts apply to the daily supply charge and usage rates. If you have solar, we will discount your charges but not reduce your solar feed in credits.

Pay on Time: 7% discount where you agree to receive invoices by email and full payment is received by the due date. The pay on time discount may appear as a credit on your next bill.

Direct Debit: 3% discount where full payment is made by automated direct debit.

Our maximum discount is 100%

Our maximum discount (including Pay on Time plus Direct Debit plus Thrive discounts) is 100% of your charges.

Billing and payments

Billing is typically quarterly. If you have a smart meter, you can contact us to see if your meter can enable us to bill you monthly.

Payment options include electronic funds transfer (from bank account or credit card), BPay, by cheque, online via credit card or in person at any Post Office.

You can also set up bill smoothing to help manage your budget by making weekly, fortnightly or monthly instalments.

Fees (incl. GST)

Credit card payment processing fee	0.60%
Dishonoured payment fee (cheque)	\$20
Dishonoured payment fee (direct debit)	\$10
Late payment fee	\$15
Establishment fee	\$22

Other fees may apply including, meter special reads, meter installation, meter reconfiguration, energisation and de-energisation.

Variations

We may vary the charges, discounts, solar feed-in rates and our terms and conditions from time to time. We will notify you prior to any changes.

Cooling off period

A cooling off period of 10 days applies. You can cancel during this period without penalty by sending an email or giving us a call.

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Glossary:

Daily supply charge: a charge that applies for supplying electricity to your property for each day of the billing period, regardless of how much electricity you use.

kWh: a 'kWh' stands for kilowatt hour and is the unit of measurement for your electricity usage.

Controlled load: is an appliance connected to a separate circuit, normally a hot water system, slab heating or a pool pump, and is metered and runs on a timer set by your distributor.

Distributor: Your distributor is the company who owns all the poles and electricity wires, making it possible to deliver electricity to your home.