

Electricity Retailer Information Diamond Energy Merchants Pte Ltd 1 CleanTech Loop, #02-08 Cleantech One Singapore 637141 Electricity Retail Licence No. EMA/RE/009	Diamond Electric Sales Representative	Contact No	ID No
	Customer Reg No	Sales Manager	Verified By

## Sure Save 12 - RESI

### Section A: Customer Information

Full Name in NRIC / FIN		NRIC / FIN No	
Email Address	Mobile No / Contact No		Account No
Mailing Address			
Address of Premise Where The Supply Is Required (If Different From The Mailing Address Above)			*Property Type

\*Eg. HDB 1/2/3/4/5 Room, Landed Terrace/Detached

### Section B: Electricity Price Plan

Name of Plan <b>Sure Save 12 – RESI</b>	Offered Discount <b>22.50% Discount off the Regulated Quarterly Low Tension Tariff</b>	Contract Duration <b>12 Months</b>
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### Section C: Contract Details

Offered Date	Offer Valid Till	Preferred Start Date	Contract Renewal <b>Automatic Contract Renewal Clause (See Page 2)</b>
Invoice Payment Terms <b>14 Days from Date of Invoice</b>		Invoice Payment Mode <input type="checkbox"/> BANK TRANSFER <input type="checkbox"/> GIRO <input type="checkbox"/> CREDIT CARD	

### Section D: Security Deposit

Security Deposit Payment Mode <input type="checkbox"/> BANK TRANSFER <input type="checkbox"/> CHEQUE <input type="checkbox"/> CREDIT CARD			Bank Account Details <b>Diamond Energy Merchants Pte Ltd          United Overseas Bank (UOB)          451 – 308 – 589 - 8</b>
Security Deposit Amount (2 Months Average Electricity Bill) <b>Not Applicable</b>	Reference No. For Payment <b>NRIC / FIN Number</b>	Bank & Cheque No. (If Applicable)	

### Section E: Additional Fees & Charges

1) Late Payment Charges <b>1.00% of the Outstanding Amount</b>	3) Early Termination Charges <b>(50% of the Average Monthly Bill Based on the Last 3 Months' Bills) Multiply by (Number of Unfulfilled Contracted Months)</b>
2) One-time payment per meter for AMI Meter Installation of \$40 Exclusive of GST (\$42.80 Inclusive of GST at the current prevailing rate of 7.00%) <input type="checkbox"/> Applicable <input type="checkbox"/> Not Applicable	
4) Charges for Value Added Services (Inclusive of GST at the current prevailing rate of 7.00%) <input type="checkbox"/> Paper Bill at \$1.07 per Bill (Optional)	

### Acknowledgement & Acceptance by The Customer

<b>I hereby acknowledge that I have received, read and understood Sections A to E, the Contract, the Standard Terms &amp; Conditions, the Fact Sheet and by signing I am agreeing to the terms and conditions of the Electricity Price Plan.</b>	Signature / Date
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## **Summary of Key Terms & Conditions**

(Please also refer to the Standard Terms & Conditions, and the Code of Conduct for Retail Electricity Licensees at [Diamond-Electric.com.sg/resources](http://Diamond-Electric.com.sg/resources))

### **Electricity Supply**

- There will be no change in the physical supply of electricity when you switch to Diamond Electric as the physical electricity is delivered from Singapore's national power grid which will continue to be owned and operated by SP Group.

### **Security Deposit**

- Diamond Electric may collect a security deposit from you equivalent to two (2) months average electricity bill. In the event that no historical billing information is made available to Diamond Electric, refer to the schedule at [Diamond-Electric.com.sg/resources](http://Diamond-Electric.com.sg/resources).

### **Late Payment Charges**

- Diamond Electric may charge a fee of \$1.07 (inclusive of GST at the current prevailing rate 7.00%) for every reminder notice sent to you. A late payment charge will be imposed on any outstanding amount owed at 1.00% per month.

### **Early Termination**

- Diamond Electric will charge you an early termination charge for terminating the contract prior to the completion of the entirety of the contract duration. The formula to calculate the charge is 50.00% of the average of your last three (3) month's electricity bills, multiplied by the number of the unfulfilled contracted months, and pro-rated for the balance of unfulfilled contracted days as required. Any incentives disbursed may be recovered on a pro-rated basis in proportion of the unfulfilled contracted days, as a charge on your bill.

### **Outstanding Payment & Use of Credit Balance (if any)**

- Diamond Electric may use your credit balance (if any) and/or your Security Deposit to offset amounts owed by you. Any credit balance and/or Security Deposit shall be refunded to you within one (1) month from the settlement of your last bill.

### **Other Fees and Charges**

- No pass through of (a) Transmission Loss Factor adjustment and (b) Vesting Contract Debit/Credit charges
- By default, electronic billing by email is provided free of charge. Customers who request for paper billing by post will be charged \$1.07 (inclusive of GST at the current prevailing rate 7.00%) per bill.
- Where applicable, a one-time AMI Meter Installation Fee of \$42.80 (inclusive of GST at the current prevailing rate 7.00%) will apply.

### **U-Save Rebates**

- U-Save rebates are part of the GST Voucher Scheme introduced by the Singapore Government for eligible residential consumers to offset their utility bills.
- U-Save rebates shall be used to offset non-electricity charges with SP Group, remaining U-Save rebates will be used to offset electricity charges with us.

### **Automatic Contract Renewal**

- We will notify you at least thirty (30) days prior to the contract expiry date. This contract shall be automatically renewed for a period of twelve (12) months at a discount of 5% off the regulated tariff (excluding any one-off pricing rebate, additional discount, incentives, etc), upon its expiry unless a written notice of your intention not to renew is provided to us, at least fourteen (14) days prior to the contract expiry date.
- Within the first thirty (30) days from the start of the renewed contract, you may terminate the contract without incurring an Early Termination Charge, as long as prior written notice of at least thirty (30) days is given.

### **Complaints and Disputes**

- Diamond Electric will be the first point of contact either through email ([customerservice@Diamond-Electric.com.sg](mailto:customerservice@Diamond-Electric.com.sg)) or telephone 6-DIAMOND (6342 6663) for any disputes that you may have with your contract.
- You will have two (2) years from the date of the bill to lodge a complaint for dispute resolution.
- We will endeavour to resolve all disputes within thirty (30) days from the date that the dispute is received either through email ([customerservice@Diamond-Electric.com.sg](mailto:customerservice@Diamond-Electric.com.sg)) or telephone 6-DIAMOND (6342 6663).
- We will reasonably facilitate resolution of any metering disputes with SP Group.
- In the event that the dispute cannot be resolved in thirty (30) days, we shall commence mediation upon your request with the assistance of one of the following:
  - a. Residential consumers: Consumer Association of Singapore ("CASE") or Singapore Mediation Centre ("SMC").
  - b. Business consumers: SMC
- If the matter still remains unresolved, you can seek remedies through the Small Claims Tribunal ("SCT") or through other applicable channels (e.g. the Courts).
- Please refer to our 'Standard Complaints and Dispute Resolution Procedures' on our website at [Diamond-Electric.com.sg/resources](http://Diamond-Electric.com.sg/resources) for more information.

### **Retailer of Last Resort Framework**

- Diamond Electric is required by the Energy Market Authority to transfer your contact information (including but not limited to the mailing address, email address, and telephone number) to SP Group as the Market Support Services Licensee ("MSSL") to facilitate the implementation of the Retailer of Last Resort ("RoLR") Framework. Please refer to [Diamond-Electric.com.sg/resources](http://Diamond-Electric.com.sg/resources) (Standard Terms & Conditions) for more information on the RoLR Framework.

### **Default Supply Arrangement Framework**

The Default Supply Arrangement ("DSA") means the supply of electricity from the MSSL. You will be transferred to the MSSL for the purchase of electricity at the applicable tariff. The DSA may take effect when:

- (i) you cease to be a contestable consumer; or
- (ii) a RoLR event occurs; or
- (iii) you elect not to renew your electricity supply agreement with us; or
- (iv) there is an early termination of agreement.

Please refer to [Diamond-Electric.com.sg/resources](http://Diamond-Electric.com.sg/resources) (Standard Terms & Conditions) for more information on the DSA Framework

### **Standard Terms & Conditions for Retail Electricity Supply Agreement**

- You confirm that you have read, understood, and accept our Standard Terms & Conditions for Retail Electricity Supply Agreement and agree that the provisions contained in it forms part of this agreement.
- In the event that there is material inconsistency between the terms contained in this document and the terms in the Standard Terms & Conditions for Retail Electricity Supply Agreement, the terms contained in this document shall prevail.

END

Signature / Date