

Fact Sheet for Electricity Supply Contract

Note:

1. The Energy Market Authority (EMA) requires the electricity retailer to provide you with this Fact Sheet before you enter into an Electricity Supply Contract with the electricity retailer. This Fact Sheet provides you with key information about the contract.
2. The electricity retailer must answer any questions you have about the Fact Sheet.
3. Unless otherwise stated, all fees and charges stated in this Fact Sheet are inclusive of the Goods and Services Tax (GST). If there is any change to the GST rate during the contract duration, the electricity retailer reserves the right to update the applicable fees and charges to be inclusive of the prevailing GST rate.

A. General Information

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| Name of Electricity Retailer: |  Diamond Electric Diamond Energy Merchants Pte Ltd | Fact Sheet Version Date: | 05/01/2019 |
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B. Electricity Price Plan Information

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| Name of Price Plan: | Freedom | Type of Price Plan (see footnote 1): | Standard |
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For **Standard** Price Plan, the electricity rate to be paid by you is:

DISCOUNT-OFF REGULATED TARIFF PLAN: **20.00 % discount**

The electricity retailer must clearly state any incentives (including the terms and conditions) that you will receive if you contract for the electricity price plan (see footnote 2):

Free gifts, promotions, rewards or services:

- During the supply term of the plan, you will receive an additional **1.00% discount off the regulated tariff** at the start of the **4th and 8th month**.
- Up to a maximum of an additional **2.00%** discount off the regulated tariff for an aggregate total of **22.00%**.
- Limited to the first 2,019 sign-ups only.

Contract Duration: Not Applicable

Automatic Renewal of Contract (see footnote 3):

Yes:

- This plan does not have a fixed supply term. You may terminate this agreement at any time without paying an early termination charge.
- Subjected to the required notice of one (1) month.

Smart Meter Required (see footnote 4):

No

Direct Billing of Electricity Charges by the Retailer (see footnote 5):

Yes

C. Additional Fees or Charges For Electricity Services

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| One-Time Registration Fee: | Not Applicable | Late Payment Charge: | 1.00% of outstanding amount |
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| Early Termination Charge: (see footnote 6): | You may terminate this agreement by giving one (1) month's notice and there will not be any early termination charge. |
| Security Deposit (see footnote 7): | Not Applicable |
| Any Other Fees and Charges (see footnote 8): | |
| <ul style="list-style-type: none"> • Electronic Billing (by email) free of charge (Default arrangement) • Paper Billing (by post) \$1.07 per bill • GIRO administrative charge \$1.07 per GIRO rejection (if applicable) • Credit/Debit/Cheque administrative charge \$5.35 per payment rejection (if applicable) | |
| D. Bundled Products or Services (see footnote 9) | |
| There are other products or services bundled with the electricity price plan: | No |
| If yes, the electricity retailer should specify below what are the bundled products or services. You should discuss the details with the electricity retailer such as the applicable fees and charges as well as the terms and conditions for accepting the bundled products or services: | |
| Not Applicable | |
| E. Footnotes | |
| <ol style="list-style-type: none"> 1) You can visit the Price Comparison Tool at compare.openelectricitymarket.sg to compare the standard price plans offered by different electricity retailers. Standard price plans have the following features: <ul style="list-style-type: none"> • Electricity rates are inclusive of all applicable charges that vary according to the level of consumption. • Contract duration of 6, 12 or 24 months. • Have one of the following pricing structures: <ul style="list-style-type: none"> ○ <u>Fixed Price</u>. Pay a fixed rate (e.g. 20 cents/kWh) for electricity throughout your contract duration. ○ <u>Discount Off the Regulated Tariff</u>. Enjoy a discount off the prevailing regulated tariff (e.g. 5% off) throughout your contract duration. 2) The electricity retailer may offer you incentives if you contract for the electricity price plan. The incentives may include: <ul style="list-style-type: none"> • free gifts, promotions, rewards or services; and/or • conditional discount that reduces your electricity bill if you meet certain conditions. 3) A contract with automatic renewal may be automatically renewed upon the expiry of the contract. For such contract: <ul style="list-style-type: none"> • The electricity retailer is required to inform you at least 10 business days before the existing contract expiry date, and you have the right not to proceed with the automatic renewal; • The electricity retailer must ensure that the electricity rate is better than the prevailing regulated tariff at the point of contract renewal; and • After the contract has been automatically renewed, you have the right to, within the first 30 calendar days from the start of the renewed contract term, terminate the renewed contract by giving the electricity retailer at least 30 calendar days' notice without you being subject to any early termination charges or other applicable fees. | |

- 4) A smart meter is a digital meter capable of measuring your electricity consumption every half-hour. It is optional to install a smart meter to measure your half-hourly electricity consumption, unless the price plan you sign up for requires one. The Standard Price Plans do not require a smart meter.
- 5) With direct billing, the electricity retailer will bill you directly for electricity supply, and SP Group will issue you a separate bill for the other utilities (such as water and gas supply). Your electricity retailer will advise you on the billing arrangement they offer. With indirect billing, you will receive a single monthly bill from SP Group covering the charges for electricity supply by the electricity retailer as well as the charges for the other utilities.
- 6) The electricity retailer may charge you a fee if you terminate the contract before its expiry date.
- 7) The electricity retailer may require you to provide a security deposit for the supply of electricity. If you are a residential consumer, the security deposit the electricity retailer is allowed to collect is not more than 2 months of your average monthly electricity bill at the point of contracting, contract renewal or during the term of the contract.
- 8) The electricity retailer may require you to pay other fees and charges, including the prevailing market-related charges. You may refer to www.openelectricitymarket.sg for more information on the market-related charges.
- 9) The electricity retailer may bundle the supply of electricity with other products and/or services, such as the provision of phone or internet services, home energy management systems, newspaper or magazine subscription, etc. Please note the terms and conditions of the bundled products or services.