

## Fact Sheet for Standard Price Plan

**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 this 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

Name of Electricity Retailer:	 <b>Diamond Electric</b> Diamond Energy Merchants Pte Ltd	Fact Sheet Version Date:	15/11/2019
-------------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------	--------------------------	------------

### B. Electricity Price Plan Information

Name of Price Plan:	<b>Freedom (No lock-in) - RES</b>	Type of Price Plan (see footnote 1):	<b>Standard</b>
---------------------	-----------------------------------	--------------------------------------	-----------------

This is a **Standard** Price Plan. The electricity rate to be paid by you is:

☒ DISCOUNT-OFF REGULATED TARIFF PLAN: **21.00 % 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:

- 1) During the supply term of the plan, you will receive an additional **1.00% discount off the regulated tariff** at the start of the **4<sup>th</sup> and 8<sup>th</sup> month**. Up to a maximum of an additional **2.00%** discount off the regulated tariff for an aggregate total of **23.00%**. Limited to the first 2,019 new sign-ups only.
- 2) Free Personal Accident Insurance by AIA for **6** months.

Contract Duration: 6 Months

Automatic Renewal of Contract (see footnote 3):

☒ Yes:

- Renewed contract will remain as standard Discount Off the Regulated Tariff Plan with 6 months duration.
- Renewed electricity rate will be lower than prevailing regulated tariff at renewal. All other fees will be the same/better than existing rates.

Advanced 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

One-Time Registration Fee:	Not Applicable	Late Payment Charge:	1.00% of outstanding amount
Early Termination Charge: (see footnote 6):	<p>You may terminate this agreement by giving one (1) month's notice and there <u>will not</u> be any early termination charge.</p> <p>For termination of this agreement with <u>less than one (1) month's notice</u>, an Express Closure Fee of \$32.10 will apply.</p>		
Security Deposit (see footnote 7):	Not Applicable		

#### Any Other Fees and Charges (see footnote 8):

- 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)
- \$1.07 per late payment reminder (if applicable)
- Credit/Debit/Cheque administrative charge \$5.35 per payment rejection (if applicable)
- Ad-hoc Charges by SP Group and/or relevant authorities (eg. \$21.40 per Ad-hoc Meter Reading, \$10.70 per change of SP Account Holder Name)
- \$10.70 charge per account closure will be collected on behalf of SP Group when you close the account with Diamond Electric or when a new electricity account is applied with SP Group for the same premise. To avoid account closure charge, refer to <https://www.diamond-electric.com.sg/resources> for more information.

### D. Bundled Products or Services (see footnote 9)

There are other products or services bundled with the electricity price plan:	Yes
-------------------------------------------------------------------------------	-----

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:

#### Bundle Promotion (Limited time only):

- Sign up to Diamond Electric Emergency Home Assistance Standard plan (**2 emergency home visits**) for **12** months at only \$12.84 or
- Diamond Electric Emergency Home Assistance Enhanced plan (**4 emergency home visits**) for **12** months at only \$19.26.

Refer to <https://www.diamond-electric.com.sg/eha> for more details of the plans.

### E. Footnotes

- 1) Please note the differences between a **Standard Price Plan** and **Non-Standard Price Plan**.

	Standard Price Plan	Non-Standard Price Plan
--	---------------------	-------------------------

<b>Electricity Rates</b>	<ul style="list-style-type: none"> <li>Inclusive of all applicable charges that vary according to the level of consumption.</li> <li>Will not change throughout the contract duration.</li> </ul>	<ul style="list-style-type: none"> <li>May not be inclusive of all applicable charges that vary according to the level of consumption.</li> <li>May change in accordance with the terms and conditions of the contract.</li> </ul>
<b>Other Fees and Charges</b>	<ul style="list-style-type: none"> <li>No recurring charges or fees throughout the contract duration.</li> </ul>	<ul style="list-style-type: none"> <li>May include recurring charges or fees throughout the contract duration.</li> </ul>
<b>Contract Duration</b>	<ul style="list-style-type: none"> <li>6, 12 or 24 months.</li> </ul>	<ul style="list-style-type: none"> <li>Not limited to 6, 12 or 24 months..</li> </ul>
<b>Pricing Structure</b>	<ul style="list-style-type: none"> <li>Fixed Price. Pay a fixed rate (e.g. 20 cents/kWh) for electricity throughout the contract duration.</li> </ul> <p><b>OR</b></p> <ul style="list-style-type: none"> <li>Discount Off the Regulated Tariff. Enjoy a discount off the prevailing regulated tariff (e.g. 5% off) throughout the contract duration.</li> </ul>	<ul style="list-style-type: none"> <li>The electricity retailer may set its own pricing structure.</li> </ul>
<b>More Information</b>	<ul style="list-style-type: none"> <li>Visit the Price Comparison Tool at <a href="https://compare.openelectricitymarket.sg">compare.openelectricitymarket.sg</a> to compare the Standard Price Plans offered by different electricity retailers</li> </ul>	<ul style="list-style-type: none"> <li>Visit the electricity retailer's website to enquire on Non-Standard Price Plans.</li> </ul>

- 2) The electricity retailer may offer you incentives if you contract for the electricity price plan. The incentives may include:
  - 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:
  - 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) An advanced meter is a digital meter capable of measuring your electricity consumption every half-hour. It is optional to install an advanced meter to measure your half-hourly electricity consumption, unless the price plan you sign up for requires one. The Residential Standard Price Plans do not require an advanced meter.
- 5) With direct billing, the electricity retailer will bill you directly for electricity supply, and SP Group will send 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 electricity retailer is allowed to collect 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](http://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.