

Who is Energy Bay?

Established in 2016, Energy Bay is a leading operator in the Australian distributed energy sector, specialising in renewable energy generation, storage, embedded network management, and retailing. It operates under a mandate of accelerating the rate of change of the renewable energy transition across Australia.

Supporting this mission, Diamond Energy, a subsidiary of Energy Bay, facilitates this process by managing customer billing services, payment collections and customer service support.

Both Energy Bay and Diamond Energy are 100% Australian owned, united by a shared passion for advancing renewable energy and making it accessible to all.

What is an embedded network?

Embedded networks are private electricity systems designed to supply multiple ‘child’ or ‘off-market’ meters through a shared ‘parent’ or ‘market’ meter that connects to the main grid. Common examples include shopping centres and apartment complexes. Many embedded networks operated by Energy Bay integrate on-site energy generation, enabling tenants to access solar electricity throughout the day. This reduces dependence on grid-supplied energy, advancing sustainability and promoting the use of renewable sources.

Will my electricity supply be as reliable as in a standard network?

Yes, supply within an Embedded Network is typically as reliable as a standard network, since the primary source of electricity is from the main grid. Embedded Networks are governed by the Australian Energy Regulator (AER), the same authority responsible for regulating the main grid..

What are my responsibilities as a tenant?

Payment Terms: As a customer within an embedded network, you are responsible for paying for the electricity consumed, along with any associated costs, including daily supply charges.

Payment Options: We offer multiple payment methods, which are detailed on your bill. Additionally, flexible payment options such as payment plans and bill smoothing are available to assist with managing your payments.

If you are experiencing difficulty in making payments, it is your responsibility to communicate to us. We are committed to supporting you in making bill payments manageable, so please don’t hesitate to reach out for assistance.

Faults and Emergencies: It is important to know who to contact in the event of faults or emergencies:

- For immediate emergencies, please call 000.
- For faults within the embedded network, you can contact us on 03 9967 1618.
- For faults in your local network service provider (LNSP) area - responsible for operating the poles and wires.

What happens at the end of my tenancy?

If you are leaving, please ensure you contact us and provide your forwarding address for the final bill. Advance notice is necessary to facilitate the preparation of your final bill and the closure of your account.

Can I still choose my electricity retailer within an embedded network?

Yes. You have a right to choose your own retailer, even within an embedded or exempt network. This allows you to enter into an **energy only contract** with an authorised electricity retailer.

An energy only contract means that you are only paying for energy consumption. This may be something that another electricity retailer (i.e., other than Energy Bay) is able to provide you.

If you have an energy only contract with an authorised electricity retailer:

- 1) You will still be required to pay us for the use of the embedded network (the supply of electricity). We will send you bills for this.
- 2) We will remain responsible for the supply of electricity from the gate meter to you.
- 3) You will end up paying two separate bills, your bill to Energy Bay will cover your embedded network charges and your retailer of choice will charge you for grid electricity consumption.
- 4) Separate metering may also need to be installed to enable grid electricity supply via another retailer.

What consumer protections are in place for embedded network tenants?

We are classified as an Exempt Seller and are not bound by all the obligations placed on authorised retailers. Instead, we are bound by specific conditions applicable to Embedded Network's that we must follow to provide you with similar protections to those under the national electricity retail law.

Got a complaint?

We are committed to continuous improvement and value your feedback. Whether you have a complaint or would like to share positive feedback, we welcome your input and look forward to hearing from you.

If you are dissatisfied with our service, we encourage you to share your concerns with us. Your feedback is important, and we are committed to addressing it seriously. We will review and investigate your complaint in line with our Complaint Management and Resolution Procedure, striving to resolve the matter to the best of our ability.

You can give us a call on 03 9967 1618 during business hours or write to us at Diamond Energy, Level 11/480 Swan Street, Richmond VIC 3121.

For customers with Supply Address in Victoria, you can access the Energy and Water Ombudsman dispute resolution scheme (of which we are a member) at www.ewov.com.au or on 1800 500 509.