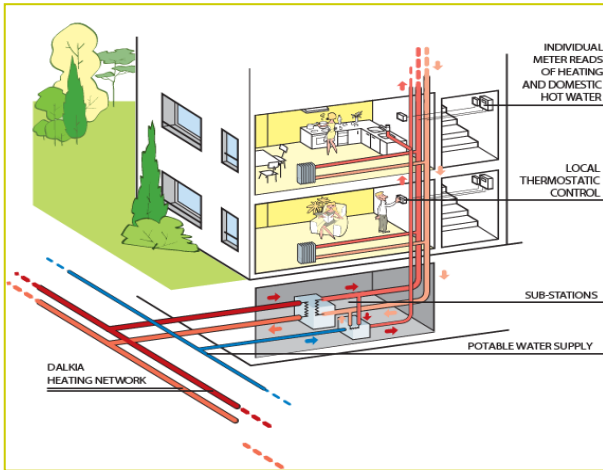


Spencer Dock: Community Heating System Information:



A Community Heating Scheme is a central heating system on a community scale. A hidden piping network delivers domestic hot water from a single production source (boiler in the boiler house) to the apartments connected to the network. All domestic hot water (showers and taps) and space heating requirements (radiators) are met by this energy efficient and reliable source.

N.B: Within the apartment itself there is No boiler, no fuel (no GPRN), no odours, no noise

Veolia's Responsibilities:

- Operation and maintenance of the centralised boilers
 - Plant room: Gas boilers. All fuel supply & plant maintenance
- Distribution pipework throughout the basement & common area's
 - Primary loop network including all main plant equipment.
- Billing of the heat energy consumed (usage through radiators/taps/showers)
- Continuous supply of hot water upto the thermoUNIT
- If the tenant/Landlord/Owner/Agent requires work to the thermoUnit, Veolia will attend following a prepaid request logged with the Helpdesk 01 8701280.
- Quotes to be provided after initial assessment if applicable.

Management Co.'s Responsibilities:

- Responsible for the water supply to the apartment (including the drinking water and the cold water that is heated by the centralised heating system and stored in the hot water storage tank)
- Meter repairs and replacements – if deemed necessary after inspection.

Owners Responsibilities:

- The distribution pipework and fittings within the apartment including the thermoUnit/controller (from the output of the thermoUNIT to the radiators & taps)
- If the apartment is unoccupied, the heat usage charge and the standing charge must be paid by the owner of the apartment.
- Provide notification of occupancy of the apartment prior to tenant move in/out. Move in date/tenant name and contact details should be provided. Move date and forwarding details must be provided for move outs.
- Provide tenants with documentation/training on localised settings for usage of the system.
- Log & Pay for Service Calls relating to: 1) thermoUnit including isolating valve issues & 2) metering issue (Any Technical call logged with Veolia)

Heat Meter Reading: Actual and Estimates

We use your meter reading to calculate the first charge (called heat usage charge) stated on your bill. Your Heat Energy usage is measured in kWh by an individual meter installed within your apartment (located within the thermoUNIT).



Veolia can obtain the meter reads remotely and do not need to enter your apartment to do the readings. If the meter does not register a read (due to a technical fault, unauthorised interference or any other reason), you will be billed an estimated amount based on previous usage or if no history is available you will be estimated on a site average for that period.

Please note:

- 1) If the unit has been turned off by the mains power supply, Veolia will not be able to obtain a meter read & your bills will be estimated.
- 2) Estimated bills are denoted by 'E' in front of your current read. If your bills have been Estimated for a prolonged period of time please contact our Helpdesk on 01 8701280 to arrange for the engineer to attend to inspect the meter.
- 3) A meter read can be obtained within the apartment and sent into us by calling 01 8701280 or e-mailing in ie.dhs@veolia.com . Please see details below:

HOW TO... Read Your Meter



To read your meter, press the tap button
"Curvalue" is displayed on your screen
Press OK
Press Down button until "HeAmount" is shown
The value in kWh provided on your screen is your meter read.

Understanding Your Bi-Monthly Bill

Your bi-monthly bill consists of three charges:

Charge 1: Heat Usage Charge

Your usage in kWh is the number of units metered during each billing period. It is the difference between the final and initial meter reading for your billing period. This amount of units (kWh) is then multiplied by the price per unit to calculate the heat usage charge. The price per unit is adjusted bi-monthly to reflect the actual cost of gas to the community heating scheme in the period.

Charge 2: Heat Provision Charge

On all community heating schemes, unavoidable losses occur in the distribution pipe work in providing continuous heating and hot water to apartments. They are calculated by taking away the sum of all apartment meter reads from the main heat meter read (in the boiler house) and divided among apartments based on the m² area. This amount of units (kWh) is then multiplied by the price per unit to calculate the heat provision charge. The price per unit is adjusted bi-monthly to reflect the actual cost of gas to the community heating scheme in the period.



Charge 3: Standing Charge

This is a charge that covers the **fixed costs** related to providing heat & hot water to your apartment. This includes purchase of gas, operation of plant and distribution of hot water, gathering of meter data and billing. The standing charge is adjusted bi-monthly (using the consumer price index for the period) to reflect changes in the cost of services in the period.

Registration: Move In/Outs:

Information for owners letting to tenants:

Move in: in order to transfer the domestic heat energy bill payments to the tenant, please provide the relevant information to Veolia by phone on 01 8701280 or by e-mail to ie.dhs@veolia.com giving full tenant details and move in/out dates. If we do not receive the relevant documents/information the bill will remain the responsibility of the Owner to pay/settle with the tenant .

- **Direct debit set up** - (the bank account must accept direct debit set up)
- **Security deposit** - €150 with direct debit or €300 payment by other means
- **Heat Agreement**

Move out: if you have a tenant moving out, please contact Veolia to request the final bill (allow a week). Your move out date must co-inside with your end of lease date. The security deposit will be reimbursed provided that all outstanding bills are paid. Veolia will disconnect the apartment only at the Owners *request* and transfer the heating and domestic hot water bill to the owner from this date. Should we not receive information from the Owner Veolia will accept move out notices from the tenant directly.

Information for New Owners:

Connection: in order to ensure your apartment is connected to the heating supply, please ensure Veolia is updated with sale details i.e. Sale Settlement date received and full details of the owner (Name/s, contact detail's and forwarding address if applicable)

If you are selling your apartment, please complete appendix 3 – assignment agreement **with the new owner.**

How to Contact Veolia:

To log **Technical Issues** please call the **Veolia Help Desk (24 hours) on 01-8701280**

For **Bill Issues/General Queries** please call the **Veolia Help Desk** or e-mail ie.dhs@veolia.com
(opening hours 8am – 5pm Monday to Friday)

To **Set your Direct Debit** and/ or **pay your security deposit** please download the direct debit mandate online or e-mail/call us as above.



FAQ'S


1. What do I do if I have a leak from the Theromunit in my apartment and who is responsible for fixing it?

Responsibility to fix a leak from the Theromunit lies with the Apartment Owner. Veolia can assist once a call is logged and paid for with the Helpdesk on 01 8701280.

It is extremely important that you notify the Veolia Helpdesk on 01-8701280 about the leak and whether you have planned any corrective action (i.e. with your plumber) so that Veolia can take any necessary measures to protect the community heating system. Failure to notify Veolia about works carried out could result in a loss of heating to the entire apartment block.


2. What do I do if I have no hot water: troubleshooting

Before you contact Veolia, we recommend you carry out the following checks:




- Check that the controller is set on automatic 
- Check that the DHW (Domestic Hot Water) has been programmed to be on (see appendix 1 – Step By Step Guide For Domestic Hot Water "DHW" & Heating "HEATCIRC1" Time Settings)
- Check that the thermostat of the controller is showing a sufficiently high DHW temperature (~55°C) by turning the top dial clockwise (the temperature is displayed on the controller)

3. What do I do if I have no heat: troubleshooting

Before you contact Veolia we recommend you carry out the following checks:

- Check that the controller is on automatic 
- Check that the heating circuit is programmed to be on (see appendix 1 – Step By Step Guide For Domestic Hot Water "DHW" & Heating "HEATCIRC1" Time Settings)
- Check that the thermostat of the controller is showing a sufficient Heating temperature (~20°C) by turning the bottom pot clockwise (the temperature is displayed on the controller)
- If you are using the room Thermostat (Remote controller) to by-pass the controller, check that switch is in the position "1" and the dial is turned to a sufficient + direction
- Check the radiators: are some radiators hot and some cold? If so, check that the TRVs on the radiators are fully open.
 - Check all radiators: are they hot at the bottom and cold at the top? If so, this could be from trapped air which can be bled, by you or a plumber, from the valve at the top of the radiator.

4. What if I want to switch my heating and hot water on and off manually?

- Program your DHW and your HEATCIRC1 to call for hot water 7 days a week and 24hrs a day (see appendix 1 – Step By Step Guide For Domestic Hot Water "DHW" & Heating "HEATCIRC1" Time Settings)
- Switch the controller off  when you do not need heating and/or hot water
- Switch the controller on automatic  when you need heating and hot water or on  if you only want hot water.

5. What should I do if an XFlow error appears on the unit?

- Switch off the Theromunit controller at the wall spur switch, reduce the temperature for both water (55 degrees) and heat (21 degrees is the optimum temperature) wait 10 seconds and turn back on.

6. What is a chargeable call out?

The apartments are the private property of the owner, and the scope of Veolia contract is the sole responsibility for the operation and maintenance of the boiler house, distribution pipework throughout the basement & common areas.

While Veolia are responsible for a continuous and uninterrupted supply of heat, we are not responsible for the piping, valves, thermoUnit, radiators, taps and storage networks (The apartment sub-system) or localised settings within your apartment. Veolia offer technical services for the THERMOUNIT only.

If the fault is found to be caused by a communal system issue any monies paid up front will be reimbursed by method of payment.

7. What are Veolia's standard working hours for Technical requests?

Our standard working hours are Monday – Thursday (08:00 – 16:00), Friday (08:00 – 15:00). Veolia operate an out of hour's service for the mains system only. Apartment heating and hot water issues are not handled out of hours but can be logged at any time and will be scheduled for the next available standard working day.