

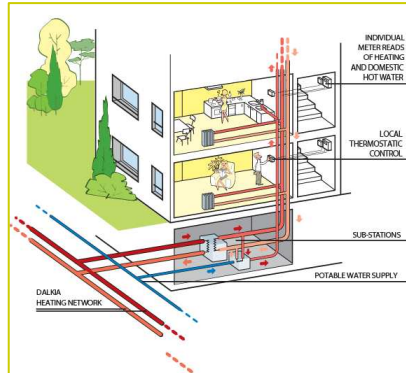


Harbour Court Community Heating System User Guide



What is a Community Heating System?

A community heating system is a central heating system on a local scale. A hidden piping network delivers the heated water from a single generation source to the apartments connected to the network. All hot water and space heating requirements are met by this energy efficient and reliable source.



Veolia's Community Heating activities

▪ Service delivery

We deliver effective solutions for energy optimisation and comprehensive building management to both property owners and residential providers.

- **Ensuring your comfort and safety** → We maintain heating installations and manage all technical aspects with health & safety a priority.
- **Maintaining property assets and increasing their value** → By keeping buildings and facilities in prime condition, this ensures residents' well-being and protects the owners' investment.
- **Helping keep costs down** → By optimising energy & operating expenditure, this reduces energy costs for building occupants, residential & retail.

Harbour Court Community Heating System

A Modern heating solution, economic & environmentally friendly

▪ Quality heating and domestic hot water

- Assurance of a comfortable and consistent heat supply
- An abundant source of domestic hot water & space heating

▪ Temperature control

- Easily controllable to obtain a comfortable and healthy temperature
- Metering carried out on a “per apartment” basis

▪ Peaceful and safe living space

- No boiler, no fuel, no odours, no noise
- Facility maintained by a dedicated team of energy management engineers & technicians
- Proven track record in terms of reliability, efficiency and quality assurance

Veolia's commitments in Harbour Court

- Guarantee of plentiful & consistent heat supply to apartments
- Professional & effective energy management
- Thorough and systematic preventive maintenance
- 24/7/365 emergency response cover

■ Installed within community heating system :

- Heat provided by 3 high efficiency gas boilers
- Heat distributed to apartments through 1.3 km of insulated pipework
- 54 residential units

■ Installed within your apartment :

- Heat Interface Unit which comprises of :
 - Heat Meter / exchanger unit
 - Control valves
 - Circulation pump
- Heating pipework, radiators and controls (timer and thermostat)
- Hot & cold water pipework & taps/showers

■ What does the Heat Interface Unit within your apartment do?

- Heats the water instantaneously when you turn on a hot water tap or shower so no local storage is required
- Provides hot water directly to your radiators for generating space heating based on the time settings you have programmed and the temperature you have set on your thermostat
- Records the amount of heat energy you have used in generating your space heating and hot water requirement

Scope of responsibilities in Harbour Court

▪ Veolia

- Operation and maintenance of the Heat supply to the apartments
- Operation and maintenance of the apartment Heat meters

▪ Management company

- Operation and maintenance of the Cold water supply to the apartments (including the cold water that is heated by the heat interface unit within each apartment to generate hot water)

▪ Individual Landlords

- Inform their tenants on how to work the heating and hot water system within their apartment
- Maintenance of the Heat Interface Unit, heating and hot water pipework & controls and radiators/taps/showers within their apartment
- Inform Veolia regarding any works within their apartment that may affect the main community heating system (e.g. intrusive works to the heating or hot water pipework)

Frequently Asked Questions

1. What do I do if I have a leak in my apartment?

If you have a leak on the heat interface unit or heating pipework or radiators, 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 all apartments.

2. What do I do if I have no hot water in my apartment?

Please carry out the following checks:

- i. Do you have any water? If no, this is likely a problem with the cold water supply so please contact your landlord or management company to resolve.
- ii. Is your heating working? If yes, this is likely a local problem with your hot-water system so please contact your landlord to resolve.
- iii. Do you have hot water at any of your taps? If yes, this is likely a local problem with one tap/shower so please contact your landlord to resolve.
- iv. Do your neighbours have the same problem? If yes, this is likely a main system issues so please contact the Veolia Helpdesk on 01-8701250 to resolve.

3. What do I do if I have no heating in my apartment?

Please carry out the following checks:

- i. Is the display on the thermostat is dimmed or blank. If so replace the batteries.
- ii. Is your programmer timed to be on? If not, set times to come on.
- iii. Is your wall thermostat set correctly (i.e.~19°C)? If not, set the temperature.
- iv. If your radiators have thermostatic radiator valves (TRVs) are they fully open? If not, turn the control knob as far as it will go, ANTICLOCKWISE.



- v. Is your radiator filled with air that needs to be bled (a symptom of this is often that the radiator is hot at the bottom and cold at the top)? If yes, bleed the air from the radiator.
- vi. Is your hot water working? If yes, this is likely a local problem with your heating circuit so please contact your landlord to resolve.
- vii. Do your neighbours have the same problem? If yes, this is likely a main system issue so please contact the Veolia Helpdesk on 01-8701280 to resolve.

4. How do I pay my Veolia bill? / What if I have a query with my Veolia bill?

Bill related queries are answered on the reverse side of the bi-monthly bill that will be posted to your apartment. Billing queries can be answered by email dhs.dalkiaie@veolia.com or by calling customer care on 01-8701280 (9am – 5pm Monday to Friday)

5. Will I be charged if I ask Veolia to come out to fix an internal heating or hot water problem within in my apartment?

The landlord of each apartment is responsible for fixing problems within their apartment. If you ask Veolia to attend you will be charged at an hourly rate; we recommend that you request a call out during normal working hours (i.e. weekdays 09:00 to 17:00) to minimise the cost.

How to contact Veolia:

For Technical Emergencies please:

Call the Veolia Help Desk (24 hrs) on 01- 870 1250



For registration, billing & payments queries please:

- i. Call DHS Customer Care (9am-5pm Mon-Fri) on 01- 870 1280; or
- ii. Email dhs.dalkiaie@veolia.com; or
- iii. Write to:

DHS Customer Care
Veolia,
Innovation House
DCU Innovation Campus
Old Finglas Road
Glasnevin, Dublin 11