

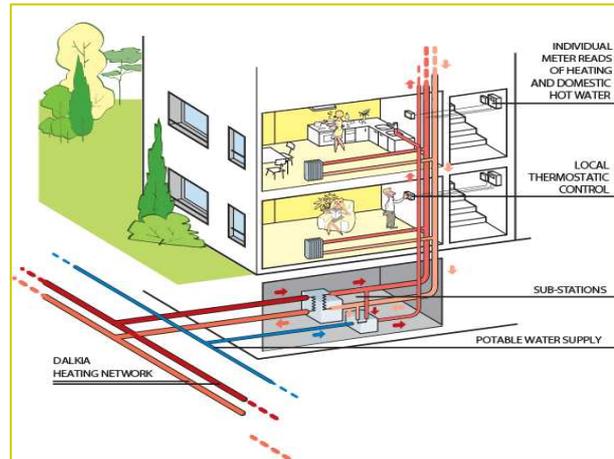


Rathmines Square Community Heating System Information Booklet

Rathmines Square Community Heating System

What is a Community Heating System?

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



What are the advantages of Community Heating?

▪ Safe

- No boiler, no fuel, no odours and no noise within the apartment
- Easily controllable to obtain a comfortable and healthy temperature

▪ Reliable

- A well designed system that can easily match the heating and domestic hot water requirements for the residents
- Normally one to two boilers are required to run which leaves boiler three as back-up in case one of the other boilers has a problem
- Maintained and monitored by a dedicated energy management team

▪ Competitive

- Individual metering to ensure you pay for what you use
- Less exposed to spikes in the cost of fossil fuels due to the flexibility available in purchasing
- A long term sustainable solution which allows for a future change of fuel source with the minimum of disruption to residents

Scope of Responsibilities

Veolia

- Operating & maintaining the CHS System. (Issues with the central CHS from the boilers in the basement up to the boundary of your premises are covered by the Veolia contract with the management company).
- Responding to boiler house plant alarms & taking corrective action
- Taking meter readings, invoicing Customers for CHS charges on behalf of Rathmines Square Management Co. Ltd, collecting payments, managing debt and responding to Customer's queries
- Monitoring and analysing system performance and reviewing with the management company to identify opportunities for improvement

Owners 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)

Owners

- Maintaining and repairing any heating, hot-water and cold water equipment within the apartment; including but not limited to:
 - The Domestic Hot Water (DHW) storage tank, DHW distribution pipework and valves
 - Cold water distribution pipework and valves
 - All radiators, heating pipework and valves
 - All fixtures and fittings including taps and showers
 - All controls including: the programmer, the wall thermostat and the tank thermostat, and the motorised valves
 - Any issues with the local heating and hot-water system within the premises (e.g. radiators, taps, timers, thermostats, valves, pumps, internal pipework, instructions of use).
- Notifying Veolia of any intrusive works carried out within the apartment (e.g. pipework modifications of the heating circuit or the domestic hot water storage

Please note: that should you call Veolia for a local heating and hot-water system issue within your premises, you will need to secure the premises owner's permission before we attend (as he/she will have to pay for the callout).

Letting, selling or moving out

Landlords leasing your apartment

If you are leasing your apartment to a tenant and wish Veolia to invoice your tenant for the relevant CHS charges on your behalf you will need to make an agreement with your tenant and provide the tenant contact details to Veolia in advance of the tenant's start date. Veolia will register the tenant details and the relevant CHS charges will be addressed to the tenant from the agreed start date. The landlord must notify Veolia in advance of the move out date of their tenant and will resume payments of the relevant CHS charges from that date. Landlords are recommended to contact Veolia to verify that their tenant's CHS accounts are settled before they exit their properties.

Owner selling your apartment

If you are an owner of an apartment it is essential that you notify the potential new owners of their obligations with regard to the CHS. Please contact Veolia to request your final invoice; please note that the final date on your invoice will be the the sale settlement date.

Tenant moving out

If you are a tenant moving out, please contact Veolia to request your final invoice; please note that the final date on your invoice will be the end date of your lease

Invoicing to Customers

General

Veolia will issue a statement to residents every two months (the billing period). The statement will include the balance brought forward from the previous billing period, any payments made by the resident, any adjustments made and all charges in the current billing period.

Metering

The Customer meters are installed on the community heating supply pipework to each apartment in the common area and is read without entering the apartment. The meter records the apartment heating in kWh and hot water usage in m³ (which is converted to kWh) *.

* Note: Estimated Reads

If your meter does not register a reading (due to a technical fault, unauthorised interference, etc.) we will estimate your reading based on previous usage until the problem is rectified. Estimated reads will appear with an "E" beside the kWh value on your statement. Once normal meter reads are establishing any required adjustment will be made to the residents account.

The charges

1) Heat & Hot Water Usage Charge:

Customer meters are read every 2 months and the amount of units recorded in the period is multiplied by the heat rate to calculate the heat and hot water usage charge.

2) Energy Standing Charge:

The energy standing charge is calculated every 2 months by multiplying the number of days in the billing period by the standing rate

Notification of Changes to Charges & Processes

Any change in the charges (usage rates, standing rates, ad-hoc charges or VAT) to reflect changes in the actual cost of gas, electricity, administration or processes related to the community heating scheme will be agreed with the management company and communicated to the Customers in advance of the change becoming effective.

Payments

Payments terms

All charges are due for payment within 14 days of the date of issue of the statement.

Payment Options

1 - Direct Debit *

Please fill in the Direct Debit form (enclosed) with your bank details for bimonthly statement payment (please ensure that your bank account authorises direct debit set ups) and return to Dalkia. Please allow 5-10 working days to process your direct debit.

* **Note:** It is important that you make the amount due available in your account on the day that the direct debit is due, as failure to do so will put you at risk of entering the credit control process.

2 - Bank Transfer **

Transfer to:

Ulster Bank; 60 Main Street, Swords, Co. Dublin

Sort Code: 98-62-80

A/C No: 10574136

BIC: ULSBIE2D

Iban: IE12 ULSB 9862 8010 5741 36

** **Note:** Please ensure you make reference to your Veolia Account Number on this transfer or the transaction may not be allocated to your account.

3 - Credit/Debit Card Payment

Call the Veolia Helpdesk on (01) 870 1280; ensure you have your Credit/Debit Card & your Veolia Account Number ready.

4- Cheque (or Postal Order)

You can pay by cheque or postal order, by posting it to the address below and making the cheque payable to Dalkia Ltd. Please ensure you enclose the remittance slip indicating your Veolia Account Number.

Note: Sometimes customers fall into difficulties with making timely payments. If you experience this issue, please contact Veolia as soon as possible on (01) 870 1280 or by e-mail dhs.dalkiaie@veolia.com so that we agree a payment plan that works for both of us and allows you to clear your debts over a period without being isolated from the system.

Frequently Asked Questions

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

It is extremely important that you notify the Veolia Helpdesk on 01-8701250 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?

Please carry out the following checks:

1. 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.
2. 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.
3. Is your heating working? If yes, this is likely a local problem with your heating circuit so please contact your landlord to resolve.
4. 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?

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

1. Is the display on the thermostat is dimmed or blank. If so replace the batteries.
2. Is your programmer timed to be on? If not, set times to come on.
3. Is your wall thermostat set correctly (i.e.~19°C)? If not, set the temperature.
4. 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.
5. 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, bled the air from the radiator.
6. Is your hot water working? If yes, this is likely a local problem with your heating circuit so please contact your landlord to resolve.
7. 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.

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:

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

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

