

We'll manage the bulk of your hot water



Together we can
make a difference.™

The simple way to provide hot water

Origin is one of the market leaders in the retailing of bulk hot water to the end user.

Bulk hot water is generated by a centralised plant which is designed to supply the total requirements of hot water to all apartments within the building complex.

We begin the process with the building developer and the hydraulic consultant at the construction stage. The Builder supplies and installs a centralised hot water plant and also arranges for the installation of the hot water meters supplied by Origin. The water meter serial number and its corresponding apartment number is supplied to Origin by the on site plumber, this information is then loaded into Origin's billing system prior to occupancy of the apartment.

On completion of construction the ownership of the centralised hot water plant is transferred to the Body Corporate/Owner's Corporation, they then assume all of the responsibilities of maintaining the continued operation of this plant and equipment.

Origin is responsible for the on going natural gas account associated with the hot water plant. Origin completes an invoice for each apartment end user for all hot water consumed. The hot water account is billed using a standard tariff and charges are for water used in cents per litre.

Summary of Responsibilities.

Building Manager/Body Corporate/Owner's Corporation:

- Provision to Origin of current names and addresses of all owners and/or tenants of the individual units, to the extent permitted by law or ensure all end users complete the hot water connection form.
- Supply Origin current details including billing address of relevant contact person representing the Developer in respect of supply of hot water or gas to unsold units.

- Payment to Origin for hot water supply to common areas, such as bathrooms or gym facilities. (Bills for such supply will be issued directly to the Body Corporate/Owner's Corporation.)
- Provide Origin safe, convenient and unhindered access to the premises for the purpose of repairing and reading any meter in order to measure Customers' consumption of hot water or gas.
- Maintain the Water Heating System.
- Maintain ownership of plant for the purpose of supply of hot water.
- Supply hot water to the units and common areas of the development.

Origin:

- Provide meters for the purpose of measuring volume of hot water consumed by individual areas.
- Establish individual supply agreements with customers (may include developer, Body Corporate/Owner's Corporation, owners, tenants) for hot water consumption.
- Regularly bill customers for metered volumes of hot water supplied.
- Collect payment of accounts from customers.
- Purchase bulk gas supply from local supplier.

Technical overview

Plant.

- The Body Corporate/Owner's Corporation will have a centralised hot water plant located in one or more plant rooms situated within or external to the building.
- The Body Corporate/Owner's Corporation will service, repair and maintain the centralised plant. This includes main hot water units, storage vessels, primary circulating pumps and associated pipe work and valves.

Metering.

Each apartment will have an individual hot water meter connected to the central hot water system. Customers will be charged at regular intervals for the volume in litres of hot water measured by the hot water meter.

Origin will be responsible for reading the meters together with all necessary repairs, maintenance and replacement of the hot water meters.

The building owner/Body Corporate/Owner's Corporation is responsible for all the surrounding pipe work and the original installation of the water meters.

There are several types of metering. The two most common types are:

Manual water meters:

- This is a meter where the water flow turns an impeller or paddle, causing gear wheels to rotate the dial. These meters are manually read and generally located in carparks, floor hallway cupboards, common risers etc.
- A meter reader will visit the property (generally on a bi-monthly or quarterly basis) to read the meters. This information is loaded into the Origin billing system and processed.

Remote/electronic water meters:

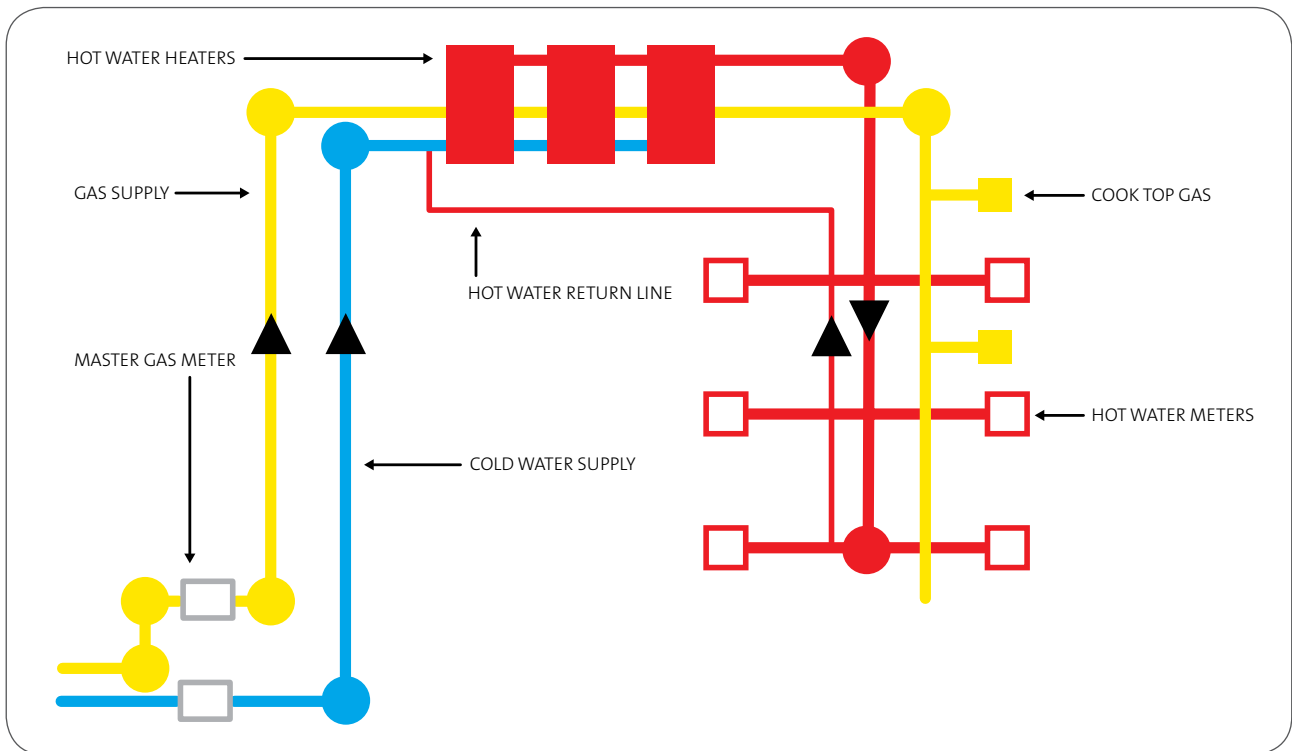
- This meter is connected electronically via cable or antenna. Some meters are electronically read on a panel located in a common area via modem telephone line, handheld electronic device or remote metering system. The data is automatically uploaded to the Origin billing system for processing. Access to these types of meters is generally not required and the meters are mostly located inside the units or in a common area in the hallway.



Billing

Hot water.

The customer is billed for the volume of hot water used. The hot water meters measure in decalitres and the customer is billed for litres used.



Hot Water Enquiries:

Call **132 461**

email enquiry@originenergy.com.au

or visit originenergy.com.au/solutions

