

A **hot water** service you'll warm to



Together we can  
make a difference.™

# The simple way to provide hot water

Origin is one of the market leaders in serviced hot water.

We begin work with building developers and hydraulic consultants during the construction stage of residential developments to customise, supply and manage the plant, equipment and energy to provide hot water to end users. Gas can also be supplied to individual apartments for cooking equipment and heating, and to common property facilities such as heated swimming pools, barbecues and central heating.

The plant and equipment is supplied and maintained under terms and conditions of an agreement between Origin, the developer and the Owner's Corporation/Body Corporate.

## Benefits for the developer of Origin Serviced Hot Water

- Reduced project capital.
- Hot water plant and equipment supplied and installed by Origin, removing the need for developer involvement.
- The design of the hot water plant and the supply of hot water at the outlet is the responsibility of Origin.

## Benefits for the Owner's Corporation/Body Corporate and residents

### Hassle-free:

Breakdown problems and on going maintenance costs are not the responsibility of the Owner's Corporation/Body Corporate or residents as Origin professionally manages the Serviced Hot Water equipment supplied.

### Appealing to Residents:

Convenient, continuous supply of hot water without the space constraints of housing individual electric hot water systems.

### Automated Billing:

Origin managed metering and billing of hot water for individual apartments.

### Environmentally Smart:

Natural Gas emits approximately one third of the level of greenhouse gas emissions as traditional coal fired generated electricity.

- The developer's rights and obligations under the agreement are commonly transferred to the newly formed Owner's Corporation/Body Corporate upon completion of building construction and commencement of tenancy at the building.
- Selection, supply and installation of hot water reticulation pumps and all flow and return pipe work and pipe insulation for the purpose of efficiently delivering hot water throughout the building/s.
- All pipe work after the isolation valves of the hot water plant excluding the cold water meter.
- Provide adequate space for the serviced hot water plant. Origin requires a clear unobstructed space, preferably either with an external wall or on the roof top to facilitate ventilation.

### Origin:

- Supply, install, operate and maintain the water heating system and if applicable the gas metering system.
- Maintain ownership of the plant for the purpose of supply and sale of hot water.
- Supply hot water to the apartments and common areas of the development as contracted.
- Provide meters for the purpose of measuring the volume of hot water consumed by individual areas.
- Establish individual supply arrangements with customers (may include developer, Owner's Corporation/Body Corporate, owners and tenants) for hot water consumption.
- Regularly bill customers for metered volumes of hot water supplied.
- Collect payment of accounts from customers.
- Provide 24 hour service for hot water plant break downs.
- Purchase bulk gas supply from local supplier.

## Summary of Responsibilities

### Developer:

- Enter in to an agreement with Origin for the supply of hot water to the complex.
- Provide full disclosure of the serviced hot water arrangements to potential apartment purchasers in the relevant marketing materials including the related operating estimations.

# Technical Overview

## Plant

- Origin will have centralised hot water equipment located in one or more plant rooms situated within or external to the building.
- Origin will service, repair and maintain the centralised plant as per the terms and conditions of the agreement. This includes main hot water units, storage vessels, primary circulating pumps and associated pipe work and valves.
- Origin will manage the hot water plant from the isolation valve on cold water inlet line excluding pressure reduction/limiting valve or pressure boost system (as illustrated in the diagram below).

## 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/Owner's Corporation/Body Corporate 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 of metering are:

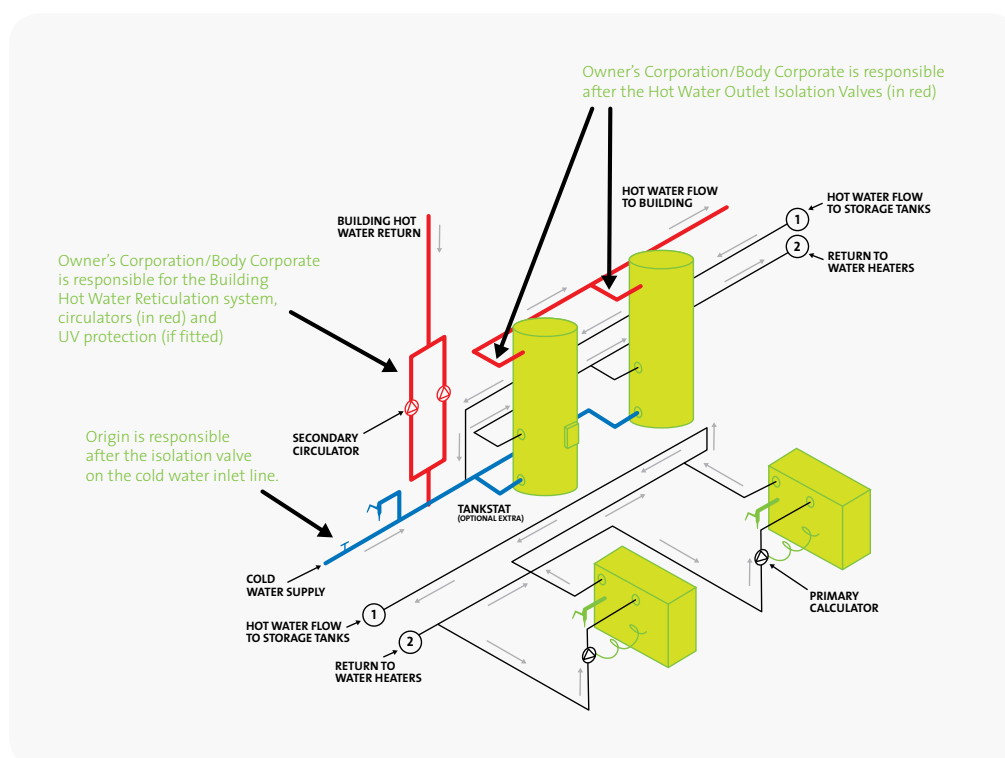
### Manual water meters:

- 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 car parks, floor hallway cupboards or in common risers etc.
- A meter reader will visit the property (generally bi-monthly or quarterly) 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.

## Typical Hot Water Design

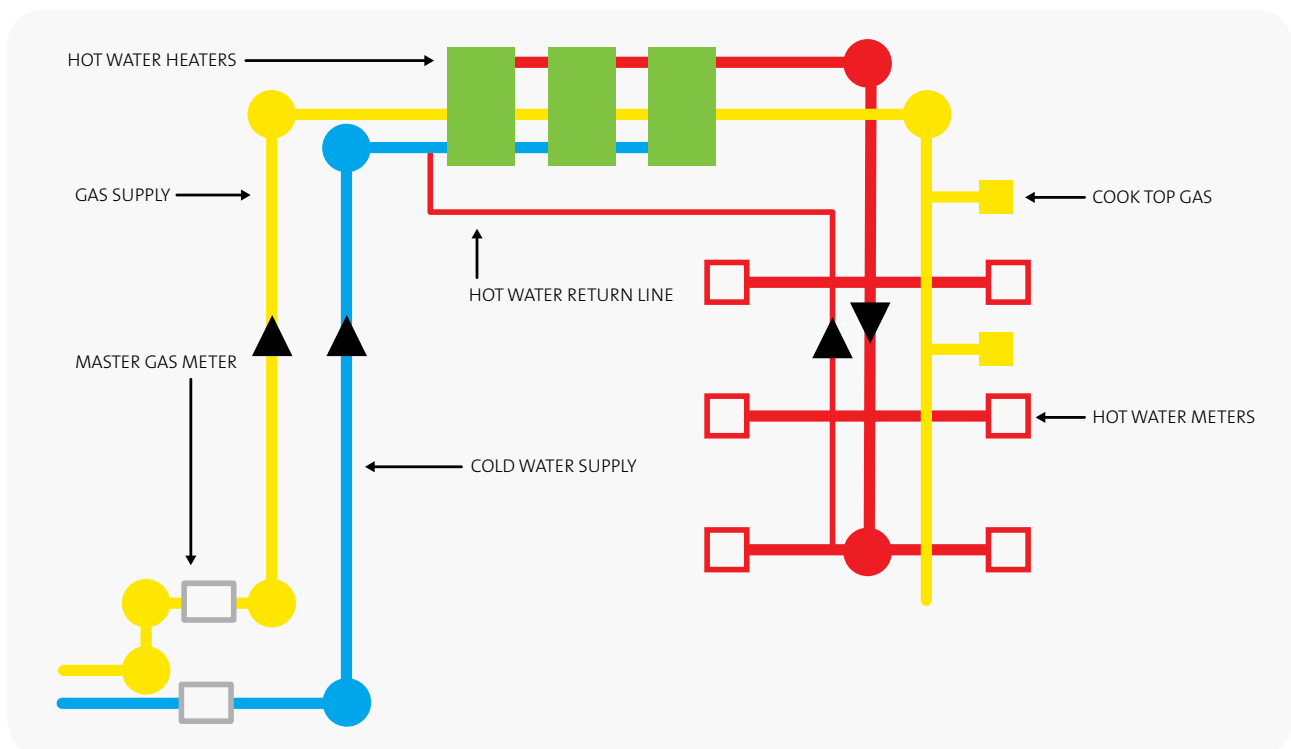


\* Origin is not responsible for any cold water pressure limiting/ or boosting equipment that is located before or after the cold water isolation valve. Please check contract for details.

# 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](mailto:enquiry@originenergy.com.au)

or visit [originenergy.com.au/solutions](http://originenergy.com.au/solutions)