



Origin Serviced Hot Water

Overview

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 for individual units' cooking equipment and to common property facilities such as heated swimming pools and barbeques.

The plant and hot water meters are supplied and maintained under terms and conditions of an agreement between Origin Energy, the Developer and the Body Corporate.

The Developer's rights and obligations under the agreement are commonly transferred to the newly formed Body Corporate upon completion of building construction and commencement of tenancy at the building.

Overall benefits of Origin Serviced Hot Water Supply:

- Modern, streamlined systems designed to minimize building and environmental footprint
- Virtually continuous supply of hot water to meet the needs of all individual unit holders
- Hot Water equipment fully maintained and serviced for the term of the agreement.
- Individual customer billing system featuring gas cooking[^] and hot water on the one account ([^]where gas cooking is supplied by Origin).
- 24 hour service for breakdowns

Benefits for Body corporate and residents

- **Hassle-free.** Breakdown problems and maintenance costs are not the responsibility of the body corporate or residents as Origin professionally manages the Serviced Hot Water equipment supplied.
- **Attractive to Investors.** Estimated reduction of Body Corporate levies, (when compared to those responsible for running costs of the centralised or individual water heating systems)
- **Appealing to Residents.** Convenient, continuous supply of hot water without space constraints of housing individual electric hot water systems.
- **Automated Billing.** Origin managed metering and billing of hot water and gas for individual apartments.
- **Environmentally Smart.** Natural Gas emits approximately one third of the level of greenhouse gas emissions as traditional coal fire generated electricity.

Summary of Responsibilities

Building Manager/Body Corporate:

- Provision to Origin of current names and addresses of all owners and/or tenants of the individual units, to the extent permitted by law
- 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.
- Advise all owners if their unit is vacant, the account will remain/revert to their name until tenanted or re-let and Origin is notified of the new tenants details.
- 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.)
- 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.
- The ongoing operation and maintenance of the building Hot Water reticulation system, as illustrated in attached diagram 'A'. Specifically:
 - Circulators (in orange)
 - UV protection (if fitted)
 - Temperature Mixing Valve if fitted (not shown)
- All the pipe work after the outlet isolation valves of the Hot Water Plant excluding the hot water meter.
- Assist Origin in purchasing bulk gas supply from local provider if required.

Origin:

- Supply, install, operate and maintain the Water Heating System and, if applicable, the Gas Metering System.
- Maintain ownership of plant for the purpose of supply and sale of hot water and gas for cook tops (if applicable)
- Supply hot water to the units and common areas of the development as contracted.
- 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, 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
- Provide 24hour service for hot water breakdowns

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 Diagram 'A')

Metering

Each apartment will have an individual hot water meter connected to the central hot water system. Customers will be charged quarterly 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 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 on a quarterly basis) to read the meters. This information is loaded into the Origin billing system and processed.

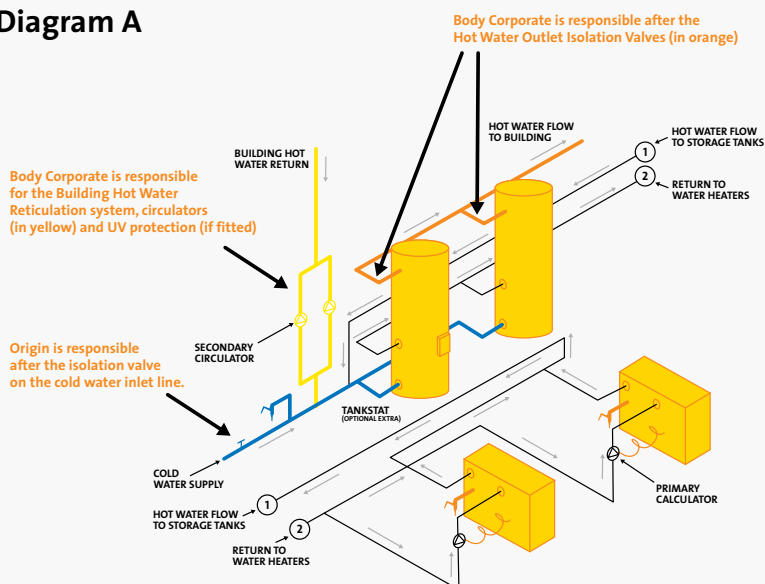
• Remote/electronic water meters

- 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.

Some apartments may also have an un-metered gas cooking appliance.

Typical Hot Water Design

Diagram A



* 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

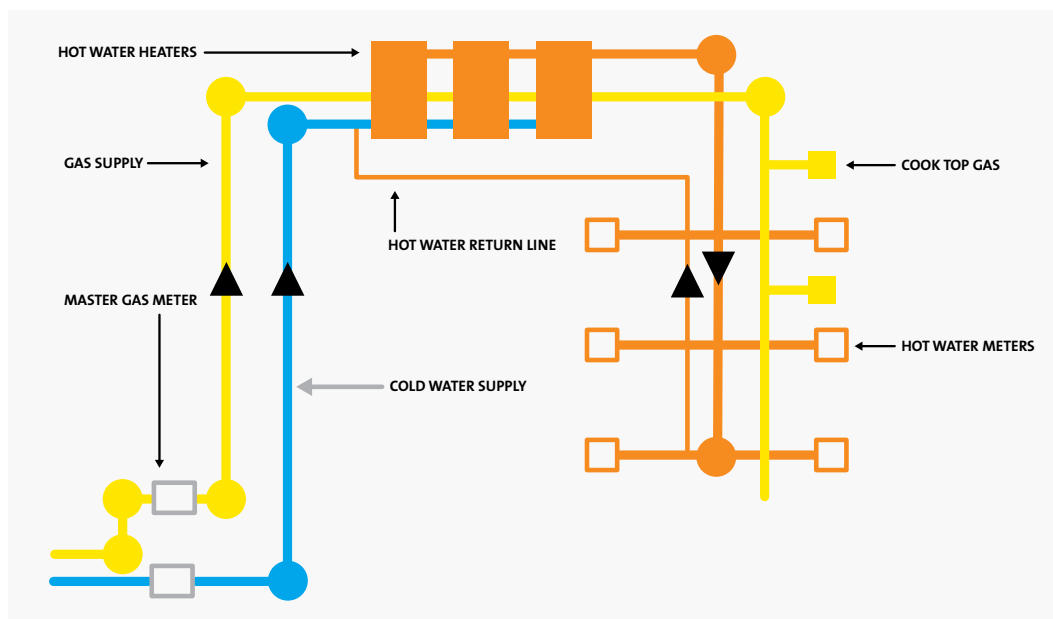
The customer is billed for the volume of hot water used.

The hot water meters measure in decalitres and the customer is billed for litres used and a supply charge.

Accounts are generally distributed quarterly.

Un-metered Appliance – Cooktops (where applicable)

The Gas cooktop does not have a meter and each apartment will be billed a fixed daily charge irrespective of volume used. This charge will appear as a separate line item on the account.



Hot Water Enquiries:

Call **132 461**

email enquiry@originenergy.com.au

or go to originenergy.com.au

