ORIGIN’S BULK HOT WATER

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Centralised bulk hot water solutions for developers, builders and Body Corporates/Owners Corporations

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

Centralised bulk hot water is suitable for:
• Multi-tenanted residential buildings
• New residential projects
• Some existing residential buildings requiring a retrofit to their hot water system.

For new residential developments, the builder/developer supplies and installs a centralised hot water plant and also arranges for the installation of hot water meters supplied by Origin. Each apartment has an individual hot water meter connected to the central hot water system. The serial number of the water meter and the corresponding apartment number is supplied to Origin by the on-site plumber. This information is 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 by the builder/developer to the Body Corporate/Owners Corporation. They assume responsibility for maintaining the continued operation of the plant and equipment.

Origin manages the ongoing natural gas account associated with the hot water plant. Hot water accounts are billed by Origin directly to each apartment occupant for the hot water consumed. Customers will be charged at regular intervals based on the litres of hot water measured by the hot water meter. The cost of the water component is not included in the bill. The hot water account is billed using a standard tariff and charges are for hot water used in cents per litre.
BENEFITS OF BULK HOT WATER

- **Automated billing**
  Origin manages billing of hot water for each apartment. The Building Manager/Body Corporate/Owners Corporation does not need to coordinate this.

- **Metering service**
  Each apartment has its own hot water meter maintained by Origin.

- **Space saving**
  The central hot water system means hot water is supplied to each individual apartment without a hot water tank taking up space in those apartments.

- **Lower risk of leaks**
  A centralised hot water plant reduces the risk of water leaks in the building as there is no hot water storage in the individual apartments.

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

Building Manager/Body Corporate/Owners Corporation

• Supply hot water to the units and common areas of the development.
• Maintain ownership of plant for the purpose of supply of hot water.
• Maintain the water heating system.
• 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 to 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.
• Advise all owners that if their unit is vacant, the account will remain/revert to their name until tenanted and Origin is notified of the new tenant’s 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/Owners Corporation).
• Provide Origin with 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.

Origin

• Supply and maintain meters to measure the volume of hot water used in each apartment and in common areas.
• Establish individual supply agreements with customers for hot water consumption (may include developer, Body Corporate/Owners Corporation, owners, tenants).
• Regularly bill customers for metered volumes of hot water supplied.
• Manage customer accounts including meter reading, collecting payment and general customer enquiries.
• Supply gas to other appliances in apartments, such as cook-tops and to common property facilities, such as barbeques and heated swimming pools etc. if required.
• Supply the gas to heat the water in the building.
TECHNICAL OVERVIEW

Plant

• The Body Corporate/Owners 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/Owners 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. This charge does not include the provision of the water.
• Origin will be responsible for reading the meters and all necessary repairs, maintenance and replacement of the hot water meters.
• The building owner or Body Corporate/Owners 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 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 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 Origin’s 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 Origin’s billing system for processing.
BILLING

Hot water

The customer is billed for the volume of hot water used. The hot water meter measures in decalitres and the customer is billed for litres used. Accounts are generally distributed bi-monthly or quarterly.

Origin bills the Body Corporate/Owners Corporation for the hot water used in common areas and common property facilities.

Other gas requirements

Gas cook-tops and other appliances - Where applicable

Origin can supply gas to individual apartments for cooking equipment (gas cook-tops) and also to common property facilities such as heated swimming pools, barbeques and central heating. Where applicable, gas supply to individual apartments will be billed a fixed daily charge. This charge will appear as a separate line item on the account.

For common property facilities, Origin bills the Body Corporate/Owners Corporation, via separate meters, for the gas needed to heat the water used in common areas.

Note: Gas cook-tops and other appliances on a fixed daily charge are not currently available in all States.

FOR MORE INFORMATION

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