



Explanation of bill

Radiator meters

iSTA
Switch to Smart

Your home is connected to an energy system for all residents of the building. This is known as block heating. Once a year, ista Nederland prepares a bill for your heating and/or water consumption on behalf of your landlord or property manager.

BILL

Page 1

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G. Joule
Energieweg 11
3565 CV WARMERDAM

Administrative number AL0412016
Re address Energieweg 11
3565 CV WARMERDAM

Property number 59999
Billing period 1/1/2023 - 12/31/2023

A

Dear Sir or Madam,

Please find enclosed your bill for the specified billing period. At the bottom of the page, you can check the rates and costs your property manager has provided us. The pages thereafter show a breakdown of your bill. If you have any questions, or if you would like an explanation about your bill, please visit www.ista.nl under 'Resident information'.

Kind regards,
ista Nederland B.V.

Your bill	Total including VAT
Heating	€ 1,319.82
Paid in advance	€ 1,140.00
Due	€ 179.82

B

The property manager of your building complex will settle this amount with you.

1. The costs incurred for the entire building

Description	Quantity	Euro
Heating		
Energy costs	633,600 Gigajoules	37,059.94
Administrative costs		202.50
Service fee ista Netherlands		1,815.15

C

A This part shows the details of your home, the period covered by the bill and your property number. If you have any questions about your bill, always state the property number and your house number.

B Here the total amount of your bill is stated. This part also shows the amount you have paid in advance and the difference you still have to pay or that you will receive back. The organization to which you pay the advance each month will settle this with you.

C This part shows the rates and/or total costs incurred for the entire building. Your landlord or property manager will report these costs to ista.

The breakdown of your bill is continued overleaf.

What are unit prices? These are the costs we charge per (measured) unit. We apply a unit price for heating consumption, these are the variable costs. We also apply a unit price for the standing charge.

BILL

Page 2

Property number 102085
 Billing period 6/1/2022 - 05/31/2023
 Name
 Address Weerdestein 211 6714 CP EDE GLD

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2. Calculation of unit prices

Description	Amount in EUR :	Total units building complex	=	Price per unit
Heating				
Variable energy costs 65.00%	24,088.96 :	73,841 units	=	0.326227
Service fee ista Netherlands	1,815.15			
Administrative costs	202.50			
Standing charge for energy 35.00%	12,970.98			
Other costs	<u>14,988.63</u> :	1,541.150 m ² floor area	=	9.725614

D

E

3. Overview of meter readings and calculation of your consumption

Description	Meter number	Final reading	Initial reading	Difference	Conversion factor	Consumption	Reduction %	Due for consumption
Heating								
Bedroom	449793969	68	0	68	0.60000	41	15.00	35
Living room	449798889	1,313	0	1,313	1.70000	2,232	15.00	1,897
Bedroom	449798735	518	0	518	0.77500	401	15.00	341
Bedroom	449798544	115	0	115	0.72500	83	15.00	<u>71</u>
								2,344

4. Your cost specification

Description	Price per unit	x	Your units	=	Amount in EUR
Heating					
Variable energy costs	0.326227	x	2,344 units	=	764.68
Other costs	9.725614	x	57.080 m ² floor area	=	555.14
Total					1,319.82

D

How do we calculate the unit price for heating consumption? The total costs are first divided into two cost items: variable energy costs and standing charge for energy. The variable energy costs are distributed over the heating consumption of all homes. This is how it works: we divide variable energy costs by total consumption (total number of units) of all homes in the building. This results in a price per unit. This price per unit is multiplied by your consumption. This is how your variable energy costs are calculated.

E

The standing charge for energy is divided, together with, for example, the administrative costs of your landlord or property manager and the service fee of ista, by a fixed factor. The fixed factor is usually the floor area of the homes or the number of homes in the building. This factor is agreed with your landlord or property manager.

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F

We convert your meter readings using a conversion factor. We do this because the meters on your radiators all count at the same speed. However, not all radiators are the same size and therefore not all radiators emit the same amount of heat. That is why the meter readings are converted using a factor. This is how your consumption is calculated.

For example:

Your meter reading is 1000

Your conversion factor is 1.5

Your consumption is $1000 \times 1.5 = 1500$

G

We can apply reductions if a home is located within the building that is technically disadvantageous in terms of heating. For example, on a corner or next to an unheated stairwell. If reductions have been applied, this will be reflected in the meter reading overview. Reductions will be applied in consultation with your landlord or property manager.

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Your consumption in units is multiplied by the price per unit.
The price per unit is shown under section D.



The floor area is multiplied by the price per m² of floor area.
The price per m² of floor space is shown under section E.

We add up your costs.

The total costs are also shown on the first page of the bill.

What does ista do for you?



Registration of meter readings

Your home is connected to an energy system for all residents of the building. To determine the heating consumption per home, meters have been fitted on all radiators. These meters measure your consumption. At the end of the billing period, we read your meters remotely.



Preparing your bill

At the end of each billing period, we receive the rates and costs from your landlord or property manager relating to the past year. ista Nederland prepares a cost calculation and bill for each resident.



If you pay the advance to ista

If your landlord or property manager has authorized us to also take care of the administration and billing of the heating and/or water costs, you will pay the advance to ista every month. In that case, we will also settle with you the amount that you have paid in excess or still owe us.



Checking your meter readings

You can check your consumption via a web portal and the ista app. For example, you can compare your consumption with the average consumption in the building or with your consumption of last year. This way you can use heating more consciously and prevent that your bill becomes a nasty surprise. You can use the web portal and app if your property manager has taken out contract with ista for this service.



Repairs

The correct operation of the radiator meters is important to ensure accurate billing. It is therefore important to immediately notify your property manager or to ista of any defects in radiator meters or any changes made to radiators. We will then organize for the necessary repairs to be carried out.



Meter reading when moving

Are you moving home? In that case, we will read out the meters remotely if they are radiographic radiator meters. If your meters cannot be read out remotely, it is important to have the meter readings recorded for a correct calculation of your consumption.

What is important in a building with block heating?

Standards for heat measurement and billing

For accurate billing it is important that your heating consumption is measured accurately. Therefore, the meters installed on the radiators must comply with the European standard, NEN-EN 834. The meters fitted by ista comply with this standard. There is also a standard for preparing the bill: NEN 7440. If you have any questions, please contact us.

Proper operation of the energy system

We want your heating bill to remain as low as possible. You can save costs when heating your home of course, but there are also other factors that can affect overall heating costs in the building. Examples include the operation of the energy system or the energy contract that your landlord or property manager has with the energy supplier. These are matters that your landlord or property manager will arrange.



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