

## **Nijestee**

### **Information sheet on your heating**

#### **Block heating**

##### **How does it work?**

**Your home is fitted with a collective heating system. What does this mean for you and how can you save costs?**

##### **Heating system**

The building in which you live is connected to so-called block heating. Several houses use a central heating supply. You pay a monthly advance amount for the heating of your home. You can enquire with Nijestee whether gas consumption for heating water and gas consumption for cooking are included. If you live in the Groningen district of Kostverloren or Selwerd, for example, you will receive separate invoices directly from your energy company.

##### **Settlement**

You will receive a bill at the end of the heating season. If you have overpaid in your advance amounts, you will be refunded. However, if you have consumed more than you have paid, you will have to pay an additional amount.

Every year, we see a number of bills with high amounts, sometimes running up to 1,000 euros. This is a great deal of money, and this is not necessary of course. Indeed, you are able to personally influence the level of the bill.

In this message, we will give you tips to influence your own consumption. This way, you keep it affordable.

##### **Measuring heat**

How we measure

Each radiator has a radiographically readable heat meter. This meter records the heating output of the radiators in your house and the room temperature. This is different from gas consumption, which is not measured by this meter. The device measures the heat difference between the radiator and the house. The greater the difference, the faster the meter will run.

##### **Why do we measure this temperature?**

Because a radiator that is switched on in a cool room will require more energy than a radiator with the same temperature in a room that has been heated considerably.

The heat consumption is sent to a central box on the gallery twice a month. At the end of the heating season, consumption is read from the box by Techem (the supplier of the meters). This saves us from having to visit you to record heat consumption. The heat consumption will determine the levels we use to draw up the annual settlement.

The biggest advantage of individual metering is that you can personally influence the level of your bill – this is in contrast to a collective bill, where total consumption is shared by the number of residents, which does not take into account your personal consumption.

## **Heating season**

At the end of the season, Nijestee will receive a settlement from the energy supplier, and costs are divided based on the number of registered heating units. You can expect to receive a bill from Nijestee within six months of the end of the heating season. You can enquire with Nijestee when the heating season of your residential building starts (it does not always start on 1 January).

## **Tips**

You can do or not do things to prevent high heating costs. We have drawn up a list with the ten most important tips. You can read them on the back of this newsletter.

## **Please note!**

Nijestee has a collective contract with Essent for the supply of gas for heating. You are therefore unable to select a different gas supplier.

## **Questions?**

Nijestee

If you have any questions about the settlement or the heating system, you can contact a member of staff of Nijestee. You can reach us via telephone on (050) 853 35 33.

## **Techem**

You can contact Techem on telephone number (076) 5725800 in case of any technical questions.

## **Tips**

You can do or not do things to prevent high heating costs. We have drawn up a list:

1. Check whether the meter runs when the thermostatic radiator valve is switched off. Does the meter run when it is switched off? Then the valve cannot be properly shut, as a result of which your consumption will increase. Call Essent Energy Services, they will repair the valve and can be reached on (050) 5496940.
2. Ensure your house is heated evenly. You could, for example, open all radiators a little bit instead of letting one radiator run very fast.
3. Do not place your sofa or other large obstacles in front of the radiators.
4. Do not hang curtains in front of the radiators.
5. Close the connecting doors in your house. Do not leave the door to the shower or bedroom open.
6. Do not hang laundry on the radiators to dry.
7. Do you leave the house? Make sure your heating is on low!
8. Lower the thermostat about an hour before you go to bed. The room will stay warm for a long period of time.
9. Do not heat the house with open windows.
10. Ventilation is important. Do this briefly and properly (open the windows wide for a short time instead of leaving them slightly open all day).