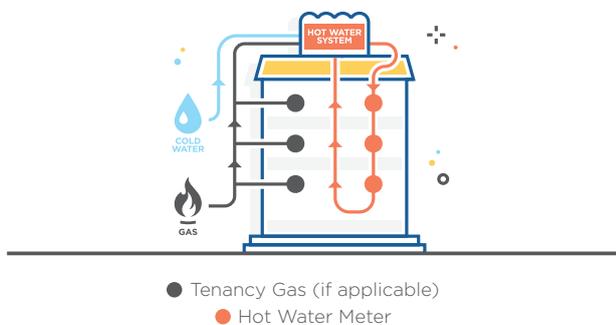


Hot water fact sheet

What is reticulated hot water?

Reticulated hot water is a system that allows you to draw constant hot water from a central hot water heater within your building. Hot water is constantly circulating within the building providing you with an endless supply of hot water from your taps. Your buildings reticulated hot water system supplies hot water to your apartment via a meter located a short distance from your apartment.



Why have reticulated hot water?

It has been discovered that it is more energy efficient to install one or more commercial boilers in the building and allow the hot water to continuously circulate through the pipes in the building, rather than each individual apartment having a limited supply from a smaller unit.

What does that mean?

More hot water when you need it!

Where is my hot water meter?

The hot water meter is located in the common area space of your building - this is usually in the riser cupboards.

Reading your hot water meter

Your hot water meter will usually be read remotely, which allows Energy Trade to provide more accurate billing and reduce any disruption to your service. If, a problem occurs, Energy Trade will either provide you with an estimated bill or have a technician arrive on-site to conduct a manual read of the meter.

Gas and hot water.. understanding my bill.

Energy Trade keeps it simple. We charge hot water usage based on actual metered data and daily supply charge. Gas is delivered to your apartment at an un-metered level.

What impacts water consumption in my apartment?

Showers

Commonly use most of an individual's daily hot water usage. On average a modern shower head uses between 8 to 10 litres per minute. Hot water uses about half of that. If you want to reduce your consumption, you can:

- > Have shorter showers
- > Shower at a slightly low temperature
- > Install a more water efficient shower head

Washing machines

Washing in hot water with a washing machine will increase your average hot water consumption. While you should of course follow washing instructions, cold water washing, is another energy-efficient way to use your washing machine.

Seasonal changes

Increases to consumption can be seasonal as a result of a change in the weather. For example, you are more likely to have a longer hot shower in winter than you are in summer.

Family size or when visitors come to stay

If you single person household, you are less likely to use the same amount of hot water as a family of two adults and a child.

Its great when guests come to stay, however this impacts your consumption - the longer they are likely to visit, the more hot water you will use.