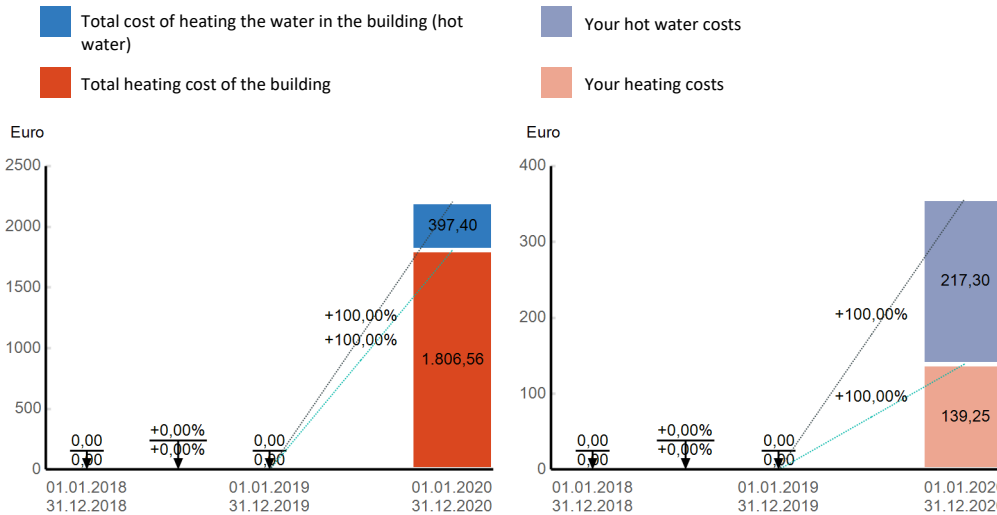


Energy mix and CO<sub>2</sub> emissions for heating and hot water (warming)

Energy source:	Amount of energy of the building:	CO <sub>2</sub> coefficient:	CO <sub>2</sub> emission:
Gas [m <sup>3</sup> ]	37.300,20 kWh	0,22 kgCO <sub>2</sub> /kWh	8.093,10 kgCO <sub>2</sub>
<b>Your share of the total consumption:</b>	16,18%	<b>Your share of CO<sub>2</sub> :</b>	<b>1.309,28 kgCO<sub>2</sub></b>

On the left you have a detailed overview of the energy source and the energy mix supplied in your building. The components of the energy mix and your individual energy consumption are used to calculate your individual CO<sub>2</sub> emissions. The average CO<sub>2</sub> emission for a single household is 10.800kgCO<sub>2</sub>.

Your consumption compared to previous years



The graphs show your individual heating and hot water consumption compared to the building's total. You can compare the evolution of your consumption to that of the building. Climate-adjusted, means that all regional climatic factors are neutralized in order to make consumption comparable across the country.

Comparison between your consumption and that of a similar group of users

Billing period 01.01.2020 - 31.12.2020	Heating			Hot water		
	Units	Size in m <sup>2</sup>	Units/m <sup>2</sup>	m <sup>3</sup>	Size in m <sup>2</sup>	m <sup>3</sup> /m <sup>2</sup>
Your consumption	37.497,75	100	374,98	21,73	100	0,22
Average consumption	121.620,35	120	1.013,50	13,25	120	0,11

The table shows your climate-adjusted energy consumption per square meter, compared to a reference group of your building. You can easily see if you are above or below average. If you see potential for improvement, check out the information below to learn more about energy efficiency.

Do you want to learn more about energy efficiency?

If you want to improve your energy efficiency, visit the website

- for Brussels : BRUGEL (Energy market regulator for the Brussels-Capital Region for gas and electricity) : <https://www.brugel.brussels/>
- for Wallonia : SPW Énergie (Service Public de Wallonie) : <https://energie.wallonie.be/fr/>
- for Flanders : VREG (Independent authority of the Flemish energy market - gas and electricity) : <https://www.vreg.be/nl/energieverbruik> or the VEA (Vlaams Energieagentschap) : <https://www.energiesparen.be/>

Do you need information on dispute resolution proceedings?

NWe strive to provide an excellent service in terms of quality of work, accuracy, timely delivery and customer service. In case you are not fully satisfied, we are looking forward to learn about how to improve our service. If you have a complaint about ista or are dissatisfied with our service, please contact us

- by telephone on 02 523 40 60
- by email to [contact@ista.be](mailto:contact@ista.be)
- by writing to ista at address Square Marie Curie 50, 1070 Anderlecht

Please provide an outline of your complaint and confirm your up-to-date contact information. In doing so, you give us permission to record details about your complaint in our complaints register and, where appropriate, to report data relating to complaints to external organizations if necessary. ista Belgium has an internal complaints procedure in which we, within our organization, look for a solution to your complaint. ista will, depending on the nature of your complaint, respond as quickly as possible and no later than 45 days after submission. If we are not authorized or able to handle your complaint, we shall forward you the responsible organization, which is mostly your property manager.

If we cannot work out your complaint together, either with the help of your property manager, you can turn to BRUGEL for Brussels, SPW Énergie for Wallonia and to VREG for Flanders to consider the matter on the following links:

- BRUGEL : <https://www.brugel.brussels/>
- SPW Énergie : <https://energie.wallonie.be/fr/>
- VREG : <https://www.vreg.be/nl/energieverbruik>

To see your energy consumption online, please contact your property manager.

Pour une explication en français: <https://www.ista.com/be/entreprise/eed-one-pager/>  
 Voor Nederlandstalige toelichting : <https://www.ista.com/be/nl/organisatie/eed-one-pager/>  
 Zur deutschen Erklärung : <https://www.ista.com/be/entreprise/eed-one-pager/>