



ista

Saving energy by metering

heat cost allocators

Save on your energy costs

Did you know that you can positively influence your energy costs? You can save an average of 20% to 25% on your heat costs if you are provided with more insight into your consumption. This is not only great news for your wallet, but also for the environment! This brochure explains how it works. We will also give you some useful tips on how to use your valuable heat as efficiently as possible.



How your system works

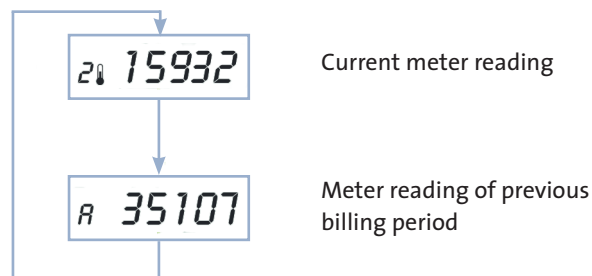
The heating system in your home is connected to a collective central heating installation. To determine your personal heat consumption, heat cost allocators have been or will be installed on your radiators. These heat cost allocators produce very accurate measurements, so rest assured that the final bill will be fair.

ista Nederland handles your meter readings. The meters are read remotely so there is no need to stay at home for the meter reader.



How the heat cost allocators work

Read-out menu



How do you read out the heat cost allocators on your radiators?

Press the button below the heat cost allocator's read-out screen. The screen will then display your current meter reading, after which it will alternate between the current meter reading (with a 2 to mark the consumption) and the meter reading for the previous billing period. If you do not touch the controls, the screen will go blank again after several seconds.

On the last day of the billing period, the heat cost allocator will save the meter reading for that period and reset to zero. It will then start measuring for the next billing period right away. The measuring data is solely used for ista's service provision.

Malfunctions

We request that you report any changes to radiators and malfunctions of the heat cost allocators to report to us immediately via your property manager. After all, accurate cost allocation is only possible with a perfectly functioning measuring system.

Converting meter readings into consumption

Meter readings are converted into heat consumption

The radiators in your home are different in size, and therefore give off different amounts of heat. That is why the registered meter readings must be adjusted by using a conversion factor. The conversion factor is based on the individual capacity of your radiators. Your bill will list the recorded meter readings as well as the conversion factor.

Your personal heating costs will be calculated based on your consumption and the costs and rates quoted by your property manager.

Insight into your heat consumption

Research has shown that insight into your heat consumption will lead to more conscious heating behaviour and higher energy savings. Therefore, the law requires you to be given insight into your heat consumption several times a year. This allows you to monitor your consumption and adjust your heating behaviour if you wish.

How does it work?

Your radiographic heat cost allocators are specifically designed to provide you with insight into your heat consumption. The monitoring tool in our ista webportal and the ista app allow you to review your current heat consumption every week. They will show you the total consumption in your home as well as the individual consumption of each radiator. They also allow you to compare your consumption with your average consumption in previous years, or the average consumption in your building. All of the data is displayed via clear graphs. Easy and organised!



If you wish to use the ista webportal and the ista app in your building, ask your property manager.

Saving heat is great news for your wallet and the environment

Saving tips:

- Do not heat rooms you are not using. However, make sure to prevent freezing and intense cooling down by heating such rooms just slightly during cold weather.



- Heat evenly and close the doors to cooler spaces such as the hallway and the stairwell.

- Close your curtains, but do not let them drape in front of your radiators. If you do, the heat will be trapped behind the curtains, instead of circulating throughout the room.



- Freestanding radiators are the best heat source; built-in radiators or hanging laundry on your radiators will limit heat radiation.

- Frequently air out your home. The air in a properly aired-out home tends to be relatively dry. Dry air heats up faster than humid air, so this will allow you to save on your energy costs as well



For more information visit our website www.ista.nl

We hope you enjoy a comfortable living environment.

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