



We are independent. Our complaint resolution service is free, fair and easy to use. If we can't help you, we will tell you about someone who can.

What is a bulk hot water system?

Bulk hot water systems can hold thousands of litres of hot water. They are often used in apartment buildings instead of individual hot water systems.

A bulk hot water system has a master gas meter. This shows how much gas is used to heat the hot water for the whole building.

Each apartment has its own hot water meter. This shows how much hot water is used in that apartment.

The company that provides your bulk hot water maintains and reads the master gas meter and your apartment's hot water meter.

This company is chosen by your body corporate. It will only change if your body corporate decides to change providers.

How is my bill calculated?

Your bulk hot water provider will bill you for the gas used to heat the hot water used in your apartment. To work this out, the company:

1. works out what percentage of the whole building's hot water was used in your apartment

$$\frac{\text{Your apartment's hot water}}{\text{Building's hot water}} = \text{Your hot water \%}$$

Building's hot water

2. uses your hot water percentage to work out your share of the building's hot water gas

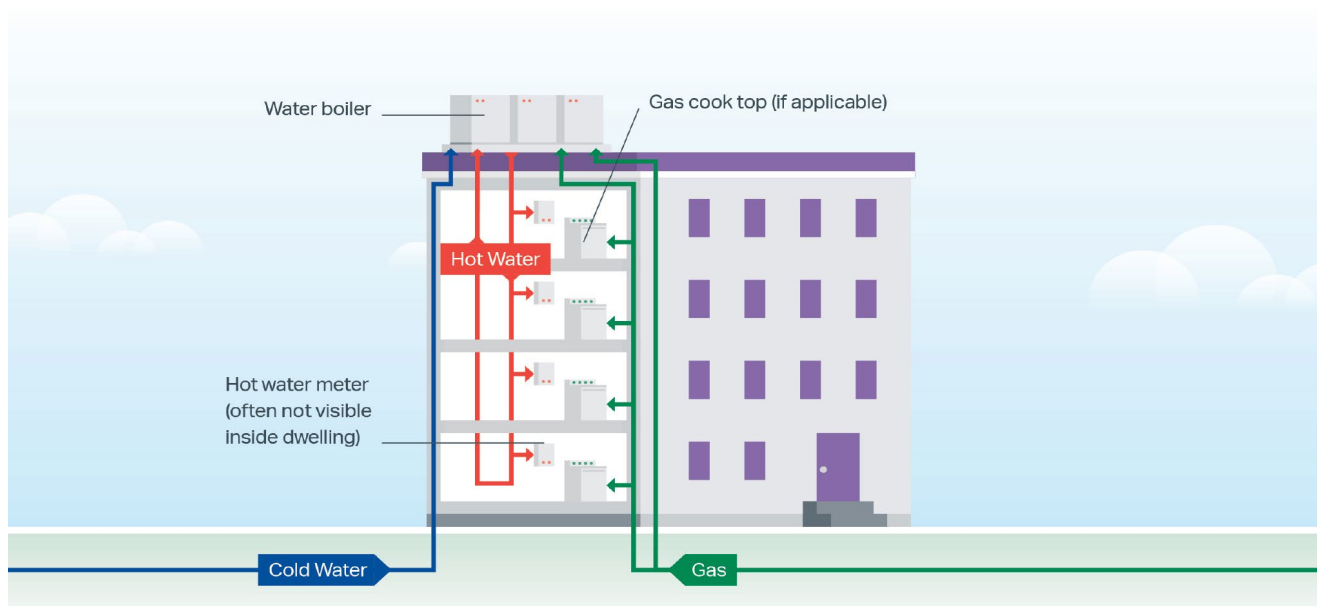
$$\text{Your hot water \%} \times \text{Building's hot water gas}$$

Your hot water gas

What affects my bill?

Your hot water bill will change depending on:

- how many people are living in your apartment and how much hot water they use
- the seasons – the people in your apartment might use more hot water or use hotter water in winter
- how far your apartment is from the hot water boilers – if you are a long way away, you will have more cold water running through your hot tap before the hot water arrives, and all this water will be counted as hot water
- if you have taps that drip hot water
- if you have mixer taps which draw hot and cold water at the same time – and you are drawing hot water without noticing
- how well the body corporate maintains the building's hot water system – if it's not in good order, this can affect your bill too
- changes made by the provider like price increases, changes to the billing period.



Other bills

Gas

If you have other gas appliances like gas heating or a gas cook top, you will get a separate gas bill from the company that provides that gas.

Water

If you are the apartment owner, you will also receive a bill from your water supplier for your water use.

If you are a tenant, your lease will tell you how you will pay for your water use.

Protections

Bulk hot water companies must have an energy licence to sell you bulk hot water and they must follow the National Energy Retail Rules.

More help

For more help, read our fact sheets:

- *Making a complaint*
- *High bills.*