



A bulk hot water system is a common or centralised system that heats and supplies water to several customers in a multi-dwelling property such as apartment and town house developments. Each individual unit or apartment has its own hot water meter that measures the amount of hot water used.

What is bulk hot water?

Bulk hot water is water that is heated centrally and delivered to customers in a multi-dwelling property such as apartment buildings.

Where is my meter located?

The meter is usually located in a common area such as a cupboard, basement, hallway or garage. In some cases, the meter may be located within the apartment/dwelling itself.

How is my bill calculated?

Customers are billed the amount of hot water used; as registered on each dwelling's water meter. The supplier calculates the customer's bill by reconciling the amount of cold water supplied to the hot water system, the amount of energy used to heat the water and the number of dwellings drawing from the system.

What affects my bill?

Other than total usage, there are other factors in determining each bill:

- If your unit is a fair distance from the boilers, a large amount of water that has gone cold while sitting in the pipes will pass through your tap before hot water arrives. This is all recorded as hot water usage, even if the first few litres aren't hot.
- Seasonal usage due to a change in weather can reflect more hot water being used for showers or an increase in the hot water temperature.
- The number of people living in a dwelling will increase the average daily hot water usage.
- Mixer taps have both hot and cold water drawn at the same time. These taps rely on movement of the handle from side to side to vary the mix of cold and hot water. It takes a slight movement away from the cold to allow the hot water to flow through. The change in water temperature may not be significant however once this occurs, the customer is charged for the hot water.

As with individual water systems, high bills can be caused by an inefficient or poorly maintained system or having the temperature set too high. Any complaints should be taken up with your body corporate, who would be responsible for maintaining the system

