

# About apartment complex centralised gas hot water systems.

The hot water in your apartment is supplied by a centralised gas hot water system, heated by natural gas.

Open an ActewAGL gas account for your apartment now:



[my.actewagl.com.au](https://my.actewagl.com.au)



[assist@actewagl.com.au](mailto:assist@actewagl.com.au)



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## HOW DOES THIS WORK?

Depending on the size of the apartment complex, there may be one or more centralised boilers. The boiler uses natural gas to heat your water.

The hot water moves from the boiler/s through the complex, via pipes, to each apartment. A hot water meter measures how many litres of hot water enters each apartment.

Your apartment's hot water meter may be located below the kitchen sink, in the bathroom manhole or in a common area of the apartment complex.

To read your apartment's hot water meter, the black numbers measure whole units and the red numbers track the decimal places. One unit on your hot water meter is equal to 10 litres of hot water used.

For a simple explanation of how a centralised gas hot water system works, check out the graphic over page.

## WHAT MAKES UP YOUR GAS BILL?

A bill for a centralised gas hot water system is different to a residential house bill, and will also vary from complex to complex.

Your bill is calculated by the total amount of gas used by the apartment complex to heat water, divided by the total amount of hot water used. This calculation determines the amount of gas (in megajoules) used to heat each litre of water. This is known as the common factor.

For most gas hot water systems, the volume of hot water used by each apartment is registered by its gas hot water meter and sent to the master data logger. Data meter providers visit the apartment complex every 90 days or so to read the master data logger and send each apartment's hot water meter reading to ActewAGL (or your energy retailer). To calculate the total amount of gas you've used to heat the water in your apartment, the reading for your apartment is multiplied by the common factor.

## HOW IS THE COMMON FACTOR CALCULATED?

Every apartment complex is different—and your common factor is unique too. Along with your apartment's daily hot water usage, there are a number of other things that can affect your common factor, such as:

- the occupancy rate of the apartment complex
- the amount of gas required to heat your water (e.g. heating water on a cold day vs. a hot day)
- heat loss through the pipes
- system efficiency and maintenance, including standby losses
- any heating augmentation used, such as solar heating or cogeneration.

## MORE INFORMATION

To learn more about your apartment complex's centralised gas hot water system, contact your Body Corporate or Owners Corporation.

Connect with your local energy expert today.

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## APARTMENT COMPLEX

