

year**[Projectname, place]****What do you pay for?****Heating of space and hot water**

You pay a tariff for Heating comprising fixed costs for the Heating connection, a measuring tariff and the variable costs comprising the price per gigajoule (GJ) for the consumption of heating and hot water. In addition to the tariff for heating, you pay a tariff for the Aquaheat Station.

Tariffs based on monthly direct debit

Fixed costs		/ month incl. VAT
Fixed costs for space heating connection		
Measuring tariff		
Aquaheat Station		
Variable costs		/ unit incl. VAT
Supply of space heating per GJ		
Supply of hot water per GJ		
Other costs		incl. VAT
Administrative costs per invoice	(if no direct debit authorisation is given)	
Collection fee (per invoice)	(from 2nd payment reminder, art. 12.9/12.10 of the T&C)	
Call-out charges for service technician per visit	(if Eteck is not responsible)	
Hourly rate service technician	(if Eteck is not responsible)	

Indexation and tariff change

- 1 Indexation and tariff change will take place annually on 1 January.
- 2 The indexation of the tariffs not regulated by the Heating Supply Act follows the tariffs regulated by the Heating Supply Act, which are set annually in accordance with the guidelines of the Netherlands Authority for Consumers and Markets. This concerns the tariffs mentioned under fixed and variable costs.
- 3 Indexation of the other costs takes place annually on 1 January on the basis of 100% wage costs in accordance with SBI 24-30, 33 Collective Labour Agreements on Wages, contractual wage costs and working hours for the Metals and Electrical Engineering Sector for the October-October series of the previous year. Excluded from this is the collection fee; this fee follows the Wet Normering Buitengerechtigde Incassokosten (Extrajudicial Collection Costs Act.)

Additional information tariffs

- 1 All tariffs include the levies (i.e., if applicable, energy tax and surcharge for sustainable energy) which the Supplier is obliged to charge pursuant
- 2 With the hot water heating component, you only pay for the preparation of hot water. The purchase of cold drinking water takes place via your water supplier.
- 3 The indoor Installation is the responsibility of the Contracting Party. If the Contracting Party allows the Supplier to come for a malfunction in the Inside Installation and this malfunction turns out to be caused by the indoor Installation, a fee shall be charged of the hourly rate and call-out charges.
- 4 The compensation for out-of-court collection costs amounts to a statutory percentage of the invoice amount, with a minimum amount of 40 euros for collection costs. The exact amount may therefore vary from case to case.

year



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Products specification

Minimum- and maximum temperature and heating line

Space heating: The temperature is [depending on the outside temperature] as shown in the graph below. The inlet temperature of 70 °C is delivered with a design condition of -10 °C outside temperature and a wind speed of 5m/sec.

Reimbursement scheme: If you are of the opinion that the Supplier does not meet the agreed quality level of the heat supplied for a prolonged period of time, you can report this to the Supplier, together with your explanation and stating the period in which this was the case. After receipt of your notification the Supplier will let you know whether you are eligible for a refund of (part of) the compensation already paid for the period in question.

