

How to use your heat and hot water meters



Repairs Service

For general advice:

 0117 922 2200 (Option one)

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The amount of heating and hot water you use is measured by the 'Brunata' system fitted to your flat. This leaflet explains this system, as well as how you can control the temperature of your heating.



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What is the Brunata system?

Brunata are a Danish company that manufacture the system fitted in your flat. It allows us to measure and then calculate the amount of heating and hot water that you use throughout the year. The system enables us to provide you with an accurate bill and is made up of three parts:

- **Heat meters (allocators):** fitted to each of your radiators these meters measure the amount of heat produced.
- **Temperature gauge:** fitted on a wall in your flat, the unit records the internal temperature of your home.
- **Water meter:** fitted to your hot water supply, the meter measures the amount of hot water you use in both your kitchen and bathroom.

How does the system work?

Each part is remotely linked through wireless transmitters to the internet. This allows us to continuously monitor the amount of heating and hot water you use.

It also means we don't need to come into your flat to take any meter readings, as everything is linked to the internet.

What if there is a problem with the system?

If you have a problem with any part of the system please contact our Repairs and Maintenance Service on **0117 922 2200 (Option one)**. Please do not tamper or try to remove the batteries from the heat meters. They cannot be used in any other device. **If you do an automatic alarm will be triggered and you will be charged if we have to reset or replace them.**

Heat meters (allocators)

How do the heat meters work?

The heat meters, fitted to each radiator, have two sensors measuring both the heat produced by the radiator and the heat in the room.

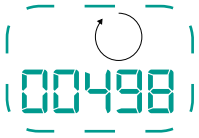
The amount you will be charged is calculated by taking the measured heat of your room away from the heat produced by the radiator. **Please note that heat from other sources such as the sun or electric heaters is not measured.**


What do the heat meters show?

The heat meters contain a display which shows:

- **The amount of heat you've used so far this year.**
- **The amount of heat you used last year.**
- **The scale and control figure.**
- **The heat meters unique reference number.**

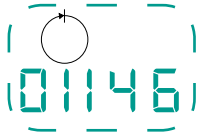
The amount of heat you've used so far this year:




The amount of heat you've used is shown on the display by the symbol 

Measured in units and shown as a counter, the display automatically changes to a zero at the start of each new billing year. This is usually on the 1st of April.

The amount of heat you used last year:




The amount of heat you used last year is shown on the display by the symbol 

The amount used is automatically recorded at the end of your billing year, normally on the 31st of March. This allows you to compare the amount of heat you are using to the amount you used last year.

The scale and control figure



To ensure every heat meter is accurate, each one has a scale and a control figure. This is shown on the display by this symbol 

Heat meter number



Each heat meter has its own reference number which provides information about such things as it's location.

Comparing readings

The Brunata system has replaced evaporative meters known as Clorius. They work differently so please do not try to compare readings from Clorius or any other type of heat meter.

Temperature gauge

The temperature gauge, fitted in your flat, measures the temperature inside your home. This is shown on a display screen in degrees centigrade. **It is not linked to and does not control your heating in any way.** The display shows six pieces of information, one after each other.

Meter number



67790

Current temperature



1 24,8

Average temperature
for the last 24 hours



2 23,0

Average temperature
for the previous
24 hour period



3 23,6

Average temperature
for the last two weeks



4 22,4

Average temperature
for the previous two
weeks



5 21,9

Water meter

A water meter, fitted to your hot water supply, shows on a display the amount of hot water you've used.

How can I check how much energy I am using?

You can see how much energy you are using by:

- Looking at each of the heat meters and the water meter.
- Go online to www.brunata.com, you will be able to see how much energy you have used for the current and previous years. You will also see the average amount used in your block of flats. To do this you will need to enter your personal login and password. If you don't know what this is please contact us on **0117 922 2200 (Option three)** and we will let you know.

How is my heating and hot water bill worked out?

When do I have to pay for my heating and hot water?

- We charge for heating and hot water each week, known as a prepayment charge. You will need to pay this along with your rent and any other service charges you have (e.g. CCTV, caretaking, Digital TV and laundry).
- At the end of the year (i.e. 31st March) we will check and calculate your bill. As this will take some time, you will receive your bill between September and October.

What if my bill is larger than the payments I've made throughout the year?

You will be asked to pay the difference if you've used more heating and hot water than paid for during the year. You can do this either as a one off payment or through instalments. We will let you know how you can do this when we send your bill.

What if my bill is less than the payments I've made throughout the year?

If you've paid for more heating and hot water than you used, during the year, we will repay the difference. Providing you have no outstanding debts, in which case the difference will be used to offset these debts.

How do you charge for the hot water I've used?

1. We take the cost of providing hot water for your block.
2. We divide this by the amount of hot water used (i.e. shown in cubic metres) throughout your block of flats.
3. This gives a cost per cubic metre.
4. We will then charge you based on the amount of cubic metres of hot water that you have used.

Example;

1. Total cost of hot water for block: £4000
2. Total amount of hot water used in your block: 2000 m³
3. Cost per m³ (£4000 divided by 2000): £2
4. So if you have used 40m³ during the year: £80 (£2 x 40)

How do you charge for the heating I've used?

Your heating costs are made up of both fixed and specific parts:

Fixed costs

Even if your radiators are not on, hot water still needs to be circulated around the heating pipes in your building. This ensures your building is kept at a comfortable minimum temperature and heating is available when you need it.

As everyone benefits but nobody has direct control over the cost we share the costs based on the size of your flat, calculated in square metres.

Example;

1. Fixed cost for heating your block of flats: £4,000
2. Total floor area of all flats in your building: 4000m²
3. Fixed costs per m²: £1 (£4000 divided by 4000m²)
4. So if your flat is 50m² your fixed cost is: £50 (£1 x 50)

Specific costs

Most of the heating costs come from when you turn your radiators on and at what level you set your thermostatic valves.

1. We take the specific cost of providing heating for your block.
2. We divide this by the amount of heating units measured on all the radiators in your block of flats.
3. This gives a cost per heating unit.
4. We then charge you based on the amount of heat units measured by the heat meters on your radiators.

Example;

1. Specific cost for heating your block of flats: £12,000
2. Total heat units registered: 120,000
3. Cost per heat unit: £0.10 (£12,000 divided by 120,000 units)
4. So if your radiators recorded 2000 units: £200 (£0.10 x 2000)

Who can I contact if I have a query about my bill?

If you have a query about your bill please contact our Rent Management Service on **0117 922 2200 (Option three)**.

What happens if I move during the year?

If you move out we don't need to enter your home and will take readings on that day, providing we have been advised.

If you've moved we will only charge you for the amount of energy you use from the day you move in until the end of the year (31st March).

How can I control the temperature of my heating?

What are Thermostatic Radiator Valves (TRV's)?

Each of your radiators are fitted with Thermostatic Radiator Valves. These allow you to vary the temperature in each of your rooms. They work like a thermostat by sensing air temperature, turning the radiator on and off, when the temperature has been reached.



How can I adjust them?

The TRV we fit has settings from * to 6. Turning the valve up or down changes the temperature your room will reach as follows:

Setting	°C	°F
*	7.1 to 9.1	44.6 to 48.2
1	11.1 to 13.1	51.8 to 55.4
2	15 to 17	59 to 62.6
3	19 to 21.01	66.2 to 69.8
4	22.9 to 24.9	71.6 to 77
5	26.8 to 28.8	78.8 to 82.4
6	30.8 to 32.8	86 to 89.6

Turn the valve to the setting that keeps the room at a comfortable temperature for you.

During the summer

During the summer, unless it gets cold, your heating won't be on. To prevent your TRV's from seizing up it's a good idea to set all of them to the maximum setting.

If you notice that your heat meters are registering any heat please contact our Repairs and Maintenance Service on **0117 922 2200 (Option one)**. It may indicate that there is a problem with your heating.

Energy advice

The following guidance is from the Energy Saving Trust and the Home Energy Team at the Centre for Sustainable Energy in Bristol.

Introduction

Giving your home a bit of love is important. Did you know there are a number of no-cost and low-cost things you can do around your home to save money and energy? From some simple changes to the way you use energy in your home to getting the best out of your energy supplier.

Tips for lower energy bills

Turn down and switch off;

- Always turn off the lights when you leave a room and at night. If you want to light a child's room or a landing, use a low-wattage night light.
- Don't leave appliances (e.g. TVs and stereos) on standby and remember not to leave appliances on charge unnecessarily.
- Switch off your computer and monitor when they're not being used.
- Catch 'em young: encourage your children to switch off electric toys and lights that they're not using. They'll soon get the hang of saving energy.

Cooking;

- Only boil as much water as you need and remember to cover the metal element at the base.
- Use the kettle to boil water for cooking, instead of heating a pan on the stove. This is more efficient and takes less time too!
- When cooking choose the right sized pan for the food and the cooker, cut food into smaller pieces and put lids on pans. The food will then cook a lot quicker.
- If you are defrosting food, or just warming things up, microwave ovens are ideal as they use much less electricity than conventional ovens.
- Use a toaster rather than a grill for making toast.

Good housekeeping;

- Keep the heat in by fitting draught excluders to the front door, letter box, key holes and windows. Small draughts can be dealt with by stick on draft excluding tape from most DIY stores. Drawing your curtains at dusk can also help.
- Recycling anything you are able to (e.g. newspapers, bottle and cans) saves energy.
- Elements in kettles and washing machines coated with limescale are inefficient and use more energy. Leaving a full cup of vinegar in your kettle overnight will remove limescale.
- Replace your light bulbs with recommended energy saving ones, they last up to 12 times longer than ordinary ones. Just one can reduce your lighting costs by up to £100 over the lifetime of the bulb.

- Put aluminium foil behind any radiators fitted to outside walls (with the shiny side facing the radiator). Ordinary kitchen foil will do or you can buy specially designed panels from DIY stores.

Hot water

- A dripping hot water tap wastes energy. In one week it wastes enough hot water to fill half a bath, so fix leaking taps and make sure they're fully turned off!

Fridges and freezers

- Let hot food cool down before putting it in the fridge or freezer.
- Don't leave the door open for longer than necessary as cold air escapes.
- Defrost your freezer regularly to keep it running efficiently and cheaply. Those filled with frost work harder to stay cold.
- Keep your fridge and freezer well stocked as they need less energy than empty ones.
- If your freezer frosts up quickly, check the door seals.
- Replace an old fridge freezer with a modern 'A' rated one which will use two and a half times less energy.

You can find more energy saving advice online at www.cse.org.uk/loveyourhome

Getting the best from your energy supplier

Whoever you buy your electricity from you need to make sure you are getting a good deal.

■ **Are you on the best tariff?**

If your existing fuel supplier hasn't put you on the cheapest option (or 'tariff') you may be paying more than you need to for your electricity. You can phone them to check; the number will be shown on your fuel bill.

■ **Paying by monthly direct debit;** energy companies prefer customers to pay a fixed amount each month and will offer discounts of 5 to 10% to customers who do this. If you're not currently paying by direct debit, it may be worth doing so. If the amount you chose to pay is not enough to cover the bill or you are being charged too much, you can call your supplier and request that the amount you pay is changed.

■ **Switch to an internet tariff;** this can save you another 10%. The only thing that will change is that you will get your bill by email.

■ **Do a meter reading every time;** you receive a bill. Most bills are based on estimates and are often inaccurate. If your supplier has underestimated, you'll have to pay the difference at the end of the year. If they have overestimated, you'll get refunded but not for several months.

■ **Avoid pre-payment meters if you can;** some people like pre-payment meters because they do make budgeting easy. However, pre-payment customers don't benefit from direct-debit discounts, online discounts or prompt-payment discounts. So it usually pays to switch to a billed meter, though there may be a charge to do this.

Get in touch

If you have a question about saving energy or want further information please contact the Home Energy Team at the Centre for Sustainable Energy by:

Telephone: 0800 082 2234 (free from a landline)

Telephone: 0117 934 1957 (cheaper from a mobile)

Email: home.energy@cse.org.uk

You can also find them on Facebook and Twitter

www.facebook.com/energysavingadvice

www.twitter.com/cse_homeenergy
http://www.twitter.com/cse_homeenergy

How to contact us

If you need to contact the Repairs and Maintenance Service details are set out below.

General enquiries: 0117 922 2200 (Option one)

Textphone: 0117 357 4444

Fax: 0117 922 2011

By Post: Repairs, PO Box 3399, Bristol, BS1 9NE

By Email: repairorders@bristol.gov.uk

By Internet: www.bristol.gov.uk/repairs

Translations

If English is not your first language and you need a translation, we can get one for you.

Bengali

ইংরেজী আপনার মাতৃভাষা না হলে এবং আপনার কোন অনুবাদের প্রয়োজন হলে আমরা তা প্রদান করতে সক্ষম।

Chinese

如果英文不是您的第一語言，而您需要翻譯的話，我們可以為您安排。

Gujarati

પો તમારી પહેલી ભાષા અંગ્રેજી ન હોય અને તમને ભાષાંતરની જરૂર હોય તો અમે તમને તે આપી શકીએ છીએ.

Hindi

यदि आंग्रेजी आप की पहली भाषा नहीं है और आप को अनुवाद की आवश्यकता है तो यह हम आप को प्रदान कर सकते हैं।

Kurdish

Heke Îngilîzî zimanê we yê yekem nîne û pêwîstiya we bi wergêr heye, em dikarin yekî ji we re bibînin.

Kosovan

Nëse anglishtja nuk është gjuha juaj amtare dhe keni nevojë për një përkthim, ne mund t'ua sigurojmë atë.

Polish

Jeżeli język angielski nie jest Twoim językiem ojczystym i wymagasz tłumaczenia, możemy to zapewnić.

Portuguese

Se o Inglês não é a sua língua materna e precisa de uma tradução, nós podemos obtê-la.

Punjabi

ਜੇਕਰ ਇੰਗਲਿਸ਼ ਤੁਹਾਡੀ ਪਹਿਲੀ ਭਾਸ਼ਾ ਨਹੀਂ ਅਤੇ ਤੁਹਾਨੂੰ ਦੁਭਾਸ਼ੀਏ ਦੀ ਜ਼ਰੂਰਤ ਹੈ ਤਾਂ ਤੁਹਾਡੇ ਲਈ ਅਸੀਂ ਇਸਦਾ ਪ੍ਰਬੰਧ ਕਰ ਸਕਦੇ ਹਾਂ।

Somali

Haddii Ingiriisku aanu ahayn afkaaga kowaad oo aad u baahan tahay turjumaad, annagaa kuu samayn karta.

Urdu

اگر انگریزی آپ کی پہلی زبان نہیں ہے اور آپ کو ترجمہ کی ضرورت ہے تو ہم آپ کے لئے فراہم کر سکتے ہیں۔

Vietnamese

Nếu quý vị không thạo Anh văn và cần bản dịch, chúng tôi sẽ giúp quý vị một bản.

If you would like this information in a different format, for example, braille, audio tape, large print or computer disk please contact us using the details provided in the booklet.

