



### An explanation of your invoice

#### **General:**

Page 1 of the invoice provides you with a quick summary of the main items in the annual settlement. In particular, these are the settlement period, the invoice sum, payments made, the new instalments derived from these and the dates on which they are due. All the data relevant for determining the invoice sum are listed on the following pages. This calculation statement contains a technical part showing the meter data, and a commercial part (basis of calculation), so that you are able to see how each item in the invoice sum has been established.

#### Annual statement of account, page 1 (overview)

Customer no.

The customer no. is the most important identification feature. We can process your enquiries more quickly if you provide it during calls and in correspondence. If it is not entered, or wrongly entered, on your money transfer form, for example, we cannot identify your payment and your account cannot be settled. This could lead to measures that could involve costs and, in extreme cases, cutting off the supply. So please always provide us with the correct and complete customer no. when you phone us or write to us – and particularly when you pay us.

Settlement period

This is the total time period covered by your annual statement. The beginning and end dates are identical with the old and new meter-reading dates you can find in the technical portion of the calculation details.

Invoice information

The most important invoice results are presented here. At a glance, you can see what types of energy we provide you with (heat and/or hot water). In the line marked 'Invoice Amount' [Rechnungsbetrag] you can see at the far right what charges your energy consumption has caused. The amount you have already paid by way of advance payments (payments made for energy consumption) will be offset against this amount. This generates either a remaining amount payable or a credit. Last entry date: we entered the last incoming payment on this date. This will enable you to assess whether we have been able to factor in your last payment or not.

Posting and payment information

If you pay the invoice and advance-payment amounts via bank transfer, we take this opportunity to remind you that we expect

the incoming payment to our demands at the latest by the due date stated here. If you have provided us with a direct-debit mandate (this is already the case for approx. 80 percent of our customers), we inform you here of the bank and account from which the invoice or advance-payment amount will be debited on the due date. For reasons of data protection, only the last four digits of the account no. are shown here. Please review this information. You have two weeks from receipt of the invoice in which to have these data corrected. We will of course transfer any credit to your account at short notice, or if we have no account details for you we kindly request that you provide us with them.

Advance-payment information

Here, you can see the amount of your future monthly advance-payment.



Annual statement, page 1 (overview)





## Annual statement of account, page 2 (calculation statement)

Technical part (meter data and consumption calculation)

This section records all the data required to establish your consumption. Namely the type of supply, the invoicing period and the point of consumption. If your radiators are fitted with electronic heating cost distributors, the metered units are then multiplied by a factor (size and model of the radiator). In the case of evaporators, consumption is generally read off from the line markings.

Your direct costs

The direct costs concern the individual settlement per apartment. They serve as evidence of the proportionate costs invoiced to you. Depending on the type of cost concerned, the metered consumption costs are assigned the multiplier per m², the multiplier per line marking/unit, and for the cost type consumption of hot water the multiplier per m³, each to the precise day.

The net amounts calculated under 7 are summed up in the total net costs. These are your costs for heating and hot water (see net invoice sum page 1)

# Annual statement of account, page 3 (calculation statement)

Calculation of total consumption

This section contains the data required to determine the total consumption of the billed property. The numbers of the meters and the "old" and "new" meter readings are recorded, divided into room heating and hot water, for the complete settlement period. The difference this produces is subsequently converted to the billing unit.

Determination of total costs

The determination of total costs illustrated shows how the costs of the billed property are composed. The basis for this is the complete settlement period. In line with the tariff, the costs are determined for the work, base and accounting prices and for operating the system in consideration of the current prices. The net sums calculated are summed up in the total net costs to be distributed.

Division of costs for room heating and hot water

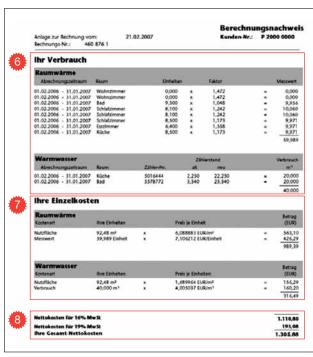
The total costs established under point 10 are now divided into

the costs for room heating and hot water.

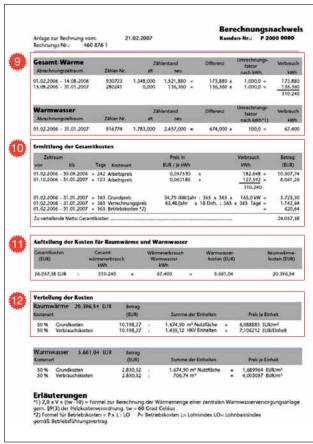
Distribution of costs

Depending on the agreement made with the owner/administrator of the facility, the total costs are divided into the so-called:

- Base costs the amount per m² is calculated, in that the base costs are divided by the total utility area (generally m²) of the property
- 2) Consumption costs the amount per unit is calculated, in that the consumption costs are divided by the total units for room heating and by the total m³ of the facility for hot water.



Annual statement, page 2 (calculation statement)



Annual statement, page 3 (calculation statement)