



Additional service price list for district heating and cooling

Effective from 1 May 2024

	VAT 0%	VAT 24%
Additional on-site user guidance on district heating equipment	120.00	148.80 €/piece
Installation of the pulse output of consumption data	470.00	582.80 €/piece
Repeat inspection of client equipment (charged from contractor)	200.00	248.00 €/piece
District heating client equipment scaling (free of charge for property owner and property manager)	200.00	248.00 €/piece
Meter inspection ¹ . Meter size DN ≤ 65	580.00	719.20 €/piece
Meter inspection ¹ . Meter size DN ≥ 80	760.00	942.40 €/piece
Checking meter readings and other on-site tasks	100.00	124.00 €/hour
Invoice copy as self-service	0.00	0.00 €/piece
Invoice copy on paper	4.03	5.00 €/piece
Electronic invoice copy	9.68	12.00 €/piece
Extra invoice	60.00	74.40 €/hour
Additional reports and consumption data	60.00	74.40 €/hour
Processing of power of attorney	8.06	10.00 €/piece
Sending a new contract confirmation electronically	4.03	5.00 €/piece
Sending a new contract confirmation on paper	9.68	12.00 €/piece
Collection-related disconnection fee	150.00	€/piece
Reconnection after collection-related disconnection	150.00	186.00 €/piece

¹ The client may have the meter and the accuracy of the measurement checked, if desired. If there is a fault in the meter or the measurement or it does not meet the general terms and conditions of contract or official regulations, the inspection fee is not charged. The fee includes the replacement of the meter and calibrating the removed meter in a test jig.

Connection alteration work

Helen has the right to charge the client for any case-by-case costs incurred by alteration work related to the connection. The client is obligated to inform Helen of any changes to the schedule without delay, but no later than fourteen (14) days before the date previously agreed with Helen. The late charge of alteration work is EUR 50 per day plus a lump-sum compensation of EUR 300 (VAT 0%), which covers the rescheduling of the work, potential reservation fees, etc. The value added tax valid at each time is added to the prices (VAT 0%).

Discontinuing the district heating connection

Helen has the right to charge the client for any costs incurred by the discontinuation of the district heating connection. The costs are itemised in the 'District heating connection price list'.

Request for payment

The fee for sending a request for payment is EUR 5 per request (consumers) EUR 10 per request (companies and housing cooperatives). No value added tax is collected on the payment. Interest on arrears for invoices paid after the due date is determined in accordance with the Interest Act. Any interest and

collection fees are charged in the client's consequent district heating and cooling invoices. The aforementioned connection fee is charged for reconnecting a supply interrupted due to unpaid invoices. Any unpaid invoices shall be forwarded to a debt collection agency.

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