

Additional service price list for district heating and cooling

Effective from 2 April 2024

	VAT 0%	VAT 24%	
Additional on-site user guidance on district heating equipment	120	148.80	€/piece
Installation of the pulse output of consumption data	470	582.80	€/piece
Repeat inspection of client equipment (charged from contractor)	200	248.00	€/piece
District heating client equipment scaling (free of charge for property owner and property manager)	200	248.00	€/piece
Checking meter readings and other on-site tasks	100	124.00	€/hour
Additional reports and consumption data	60	74.40	€/hour
Collection-related disconnection fee	150		€/piece
Reconnection after collection-related disconnection	150	186.00	€/piece
Meter inspection 1. Meter size DN ≤ 65	580	719.20	€/piece
Meter inspection 1. Meter size DN ≥ 80	760	942.40	€/piece

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.