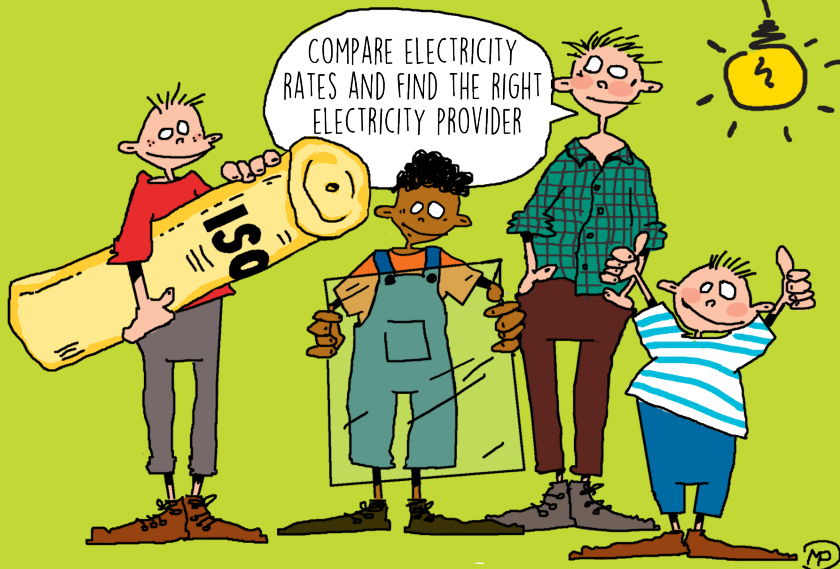


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WWW.ENERGIESNOEIERS.NET

ENERGY-FRIENDLY & AFFORDABLE HOUSING



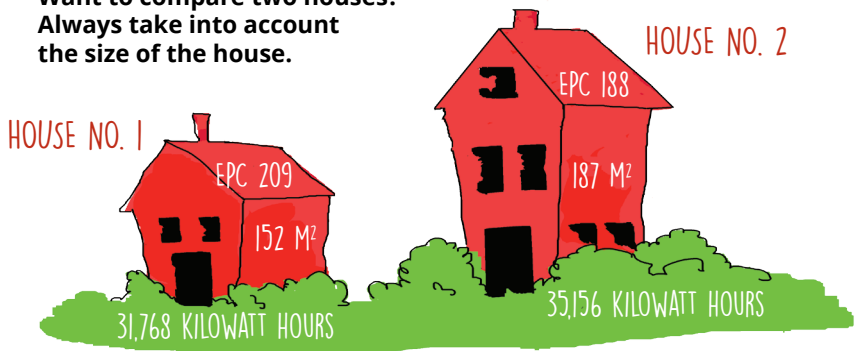


WHAT IS YOUR HOME'S EPC?

If you buy or rent a place, sellers and landlords must be able to show you the dwelling's energy performance coefficient certificate (EPC certificate).

- Low EPC =
you pay less for energy per square metre (m²)
- High EPC =
you pay more for energy per square metre (m²)

Want to compare two houses?
Always take into account
the size of the house.



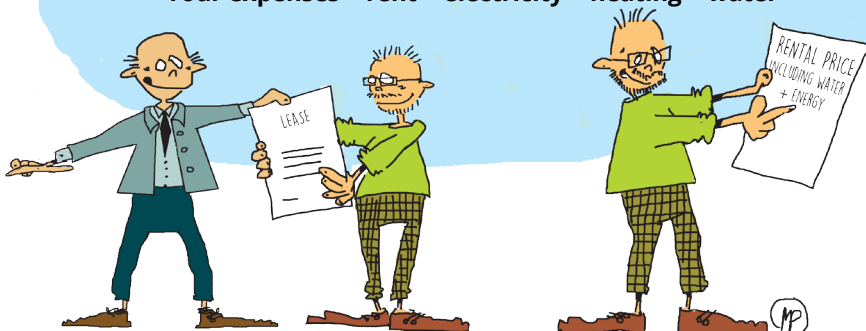
SO HOUSE NO. 1 IS THE MORE ENERGY-EFFICIENT HOUSE



ARE ELECTRICITY, HEATING AND WATER EXPENSES INCLUDED IN YOUR RENT?

Be sure to ask your housing agency or landlord. In most cases, you will have to pay extra for electricity, heating and water. Always keep this in mind.

Your expenses = rent + electricity + heating + water



WHEN TO START LOOKING FOR AN ELECTRICITY PROVIDER



So the costs for electricity, heating and water are not included in your rent?

In that case, you will have to sign a contract with:

- An energy provider
- A water supply company

You can choose an energy provider of your own (see 'How much do you pay for your electricity usage?' on page 5). You cannot use a water supply company of your own choosing. Your local government will choose one for you.

Tip: Fill out the moving-house forms quickly.

Are you moving house? Then be sure to fill out the following 'overnameformulieren' forms:

- For your water supply company
- For your electricity provider
- For your gas provider (if your house uses gas)

You can find these forms on your new providers' websites. Fill out the forms as soon as possible, on the day you are moving house at the latest.

If you fail to fill out the forms, you will have to pay for any water, electricity or gas used by the new tenant of the house.

How to fill out the forms

Write down the meter readings on the form, in the presence of the previous tenant or owner of your new place. Only include the digits before the decimal point. Send the forms to your energy provider and water supply company.



WHEN TO PAY YOUR BILLS

Generally, you will receive an invoice once a month or once every three months.

See 'What types of invoices will you receive?' on page 5.



WHAT IS INCLUDED IN THE FIGURES LISTED ON YOUR INVOICE?

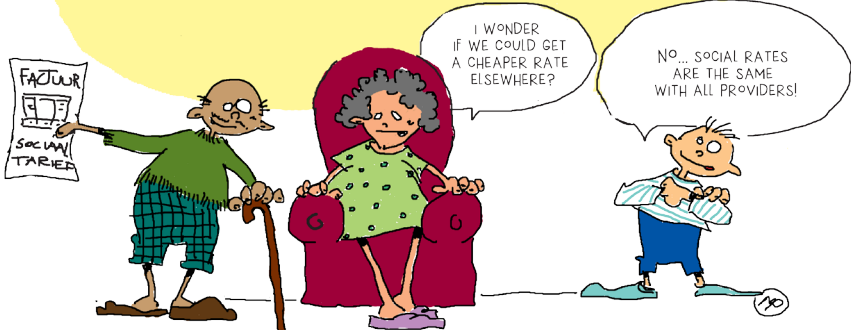
- Your usage. Use less energy and your bills will be lower, too.
- Taxes
- The costs of getting the energy to your house: pipes, maintenance...



WHAT IS A PROTECTED CUSTOMER?

As a protected customer, you will receive cheaper gas and electricity than most people. You get to pay the 'social maximum rate', also known as the 'social rate'. This fee is the same across all energy providers.

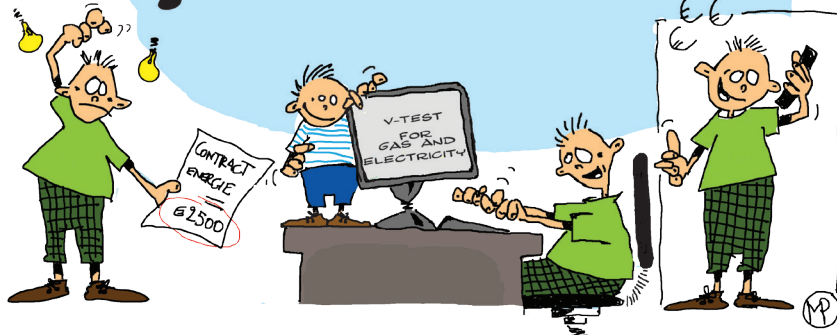
www.sociaaltarief.economie.fgov.be





HOW MUCH WILL YOU PAY FOR YOUR USAGE?

Each supplier sets different rates. You can compare rates on this website: www.vreg.be.
To check water rates, go to www.vmm.be.



WHAT TYPES OF INVOICES WILL YOU RECEIVE?

1. Invoices for an advance

You will be expected to pay regular advances. If you can choose between a quarterly advance and a monthly advance, choose the monthly one. If you can choose the amount of the advance, don't be tempted to choose a small amount. If you do, you may be faced with a hefty settlement bill afterwards.

2. Annual settlement

Once a year you will be asked to provide your energy provider with your meter readings. You will either receive a letter or someone will come and take the readings for you. Perhaps it's someone from your energy provider, or the person responsible for the building you live in. The settlement bill will list three figures: how much energy you have used, how much you have paid so far, and how much you will have to pay additionally or how much you will receive from your provider.

Tip: Remember to send your meter readings to your provider. If you don't, they will estimate how much energy you have used. Their estimates are usually on the high side, which means you will end up paying too much.

If you do not pay your bills on time, your energy provider may terminate your energy contract.

If that happens, the national grid operator will assume your provider's role and make sure you receive energy. But the energy you will receive from the national grid operator will not be the cheapest, unless you are a protected customer. Choose a new provider as soon as possible.



WHAT IS THE LOCAL ADVISORY COMMITTEE?

If you have an outstanding debt with a social provider, the grid operator can ask the Local Advisory Committee (LAC) to:

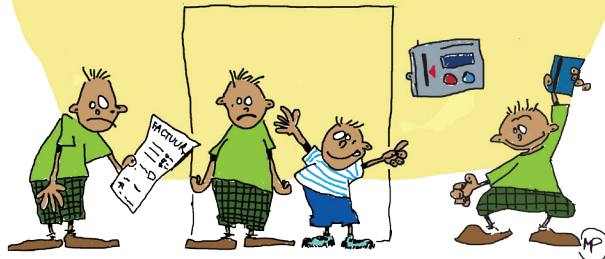
- Install a pre-payment meter
- Cut off your gas and electricity completely

OCMW will always contact you before taking such a step. The LAC will try to find a solution in consultation with you, so that you can keep using gas and electricity.



WHAT IS A PRE-PAYMENT METER?

A pre-payment meter will only allow you to use gas or electricity you have paid for beforehand. You will have to charge a card, much like a pre-paid card for your mobile phone. You can charge your card at certain charging points or at your local OCMW.



HOW TO USE LESS ENERGY

Energy usage constitutes the bulk of your bill. If you use less energy, your bills will be lower. **Start saving energy today!**

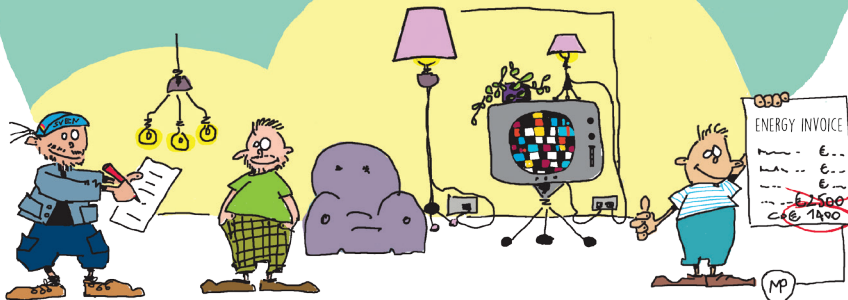


TIP NO. 1: HAVE A FREE ENERGY SCAN PERFORMED

Invite an 'Energiesnoeier' (Energy Efficiency Expert) to your home. He or she will try to find some solutions that will help you reduce your energy bills, by:

- Providing you with tips on how to use less energy
- Comparing energy providers with you
- Inspecting your invoices
- Installing energy-saving lights and other facilities
- Checking whether your home is properly insulated
- Checking how much power your home appliances use
- And so on.

Certain people can apply for an energy scan free of charge. Check out www.energiesparen.be to find out if you're one of those people!





TIP NO. 2: TURN YOUR LIGHTS AND APPLIANCES OFF WHEN YOU ARE NOT USING THEM

- Turn the light off when you leave a room.
- Completely turn off appliances when you stop using them. They are still consuming energy when they are on stand-by. Pull the plug from the socket.

For more tips, consult www.energiesparen.be. Contact an 'Energy Efficiency Expert' for help.



TIP NO. 3: BUY APPLIANCES THAT CONSUME LESS ENERGY

Some home appliances consume a lot of energy: a fridge in poor condition, for instance, or an old freezer.

If you are planning to buy a new one, compare the energy consumption rates of the various brands at www.topten.be. Energy-efficient appliances tend to be more expensive, but you will earn the money back in the form of lower energy bills.

If you are a protected customer (see 'What is a protected customer?' on page 4), your grid operator will give you a €150 discount voucher if you ask for one. Take the voucher to a shop and you will get a discount on an energy-efficient refrigerator or washing machine.





TIP NO. 4: MAKE SOME CHANGES TO YOUR HOME

Small changes = cheap

- Replace incandescent light bulbs with energy-saving lights or LED lights
- Install strips underneath your doors to stop draughts from entering your home
- Buy a water-efficient showerhead
- And so on

You can either make these changes yourself or you can ask an 'Energiesnoeier' to help you.

Major changes = more expensive

- Have your roof and walls properly insulated
- Have double glazing installed
- Use an energy-efficient heating system

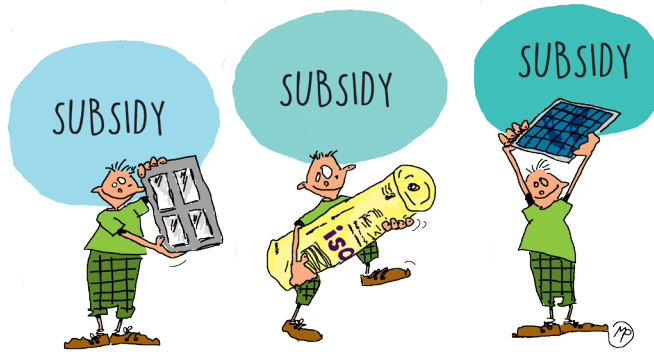
www.buildyourhome.be.

Generally, you won't be able to do all these things on your own. An 'Energy Efficiency Expert' will be able to help you.





TIP NO. 5: CHECK IF YOU MAY BE ELIGIBLE FOR A SUBSIDY OR LOW-INTEREST LOAN



- There are **subsidies** for energy-conservation methods such as insulating your roof. Protected customers are eligible for even more generous subsidies. 'Energy Efficiency Experts' can help you determine whether you are eligible for a subsidy.



TIP NO. 6: KEEP AN EYE ON YOUR USAGE AND ON YOUR BILLS

- Check the effects of your energy-conservation methods by regularly checking your meter readings
- When you notify a company of your meter readings, only tell them the digits before the decimal point.

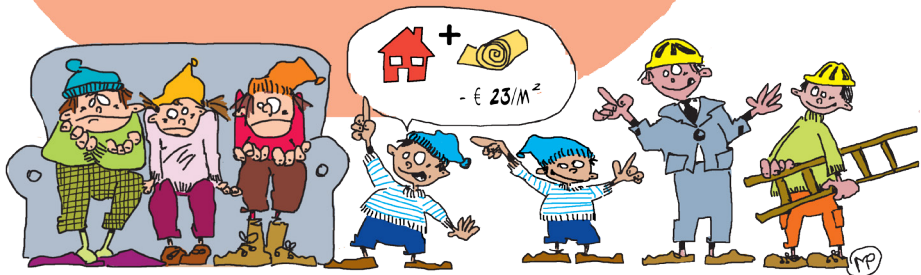
HOW CAN I CHECK HOW MUCH WE'RE USING?



HAVE A LOOK AT THESE NUMBERS!



→ **Is your landlord insulating the roof** of your home? If so, he is entitled to a subsidy and a tax deduction. From 2020 onwards, all landlords will be required to have the roofs of their rental properties insulated. For more information, go to energiesparen.be/socialedakisolatie.



→ Are you thinking of making great **changes to your home so as to conserve energy?**

With a Flemish government energy loan you will be able to lend money at a low interest rate. Sometimes you won't even have to pay any interest at all. For more information, visit the Energiehuis in your town. You can find the address at energiesparen.be/energielening.





WHERE TO GET HELP

You are not in this alone. If you need help, contact one of the following organisations:

- OCMW
- A Woonloket or the Wonen agency in your town
- Energiesnoeiers: www.energiesnoeiers.net
- www.informazout.be if you use fuel oil for heating purposes
- CAW caw.be/zoek-je-hulp



DOWNLOAD THIS BROCHURE IN ANOTHER LANGUAGE

www.energiesnoeiers.net



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is energie



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