


Understanding Your Bill



Chilled Water - Tax Invoice

Resident name
 Your building and unit number

Client / Project Logo

Customer / Occupier Name:	Customer / Resident Name	Customer ID:	1234567
Property Name:	Property Name / Building No	Account Number:	01234567890-1
Unit Number:	101	Bill Number:	0118XXX0001111
Client:	Client Name	ista Property ID:	12-123-1234
Client Address:	Client Address	Billing Period:	01 January 2018 - 25 January 2018
Client TRN:	Client TRN	Issued on:	21 March 2018
		Payment Due Date:	05 April 2018

Customer ID – unique ID for the resident / customer. Use this ID to access all accounts under the resident name in payment gateways

Account Number – unique ID for the customer / unit – access the account in different payment gateways

Bill Number – ID for this document

Billing period – for which period the consumption is calculated

METER READ-OUTS

Meters	Unit No	Meter Serial Number	Previous Reading	Current Reading	Consumption (kWh)	Consumption (RTh)	Comments
1	101	1234567	34,520.00	35,190.00	670.00	190.50	1 RTh = 3.517 kWh
Total Consumption					670.00	190.50	

Meter is the device which measures energy usage in KWh and converted to Refrigeration Ton per Hour (RTh)

Consumption energy used in the period in between the current reading (start of the billing period, 01 Jan) and previous reading (end of the billing period, 25 Jan).

Tariff – price AED applied over Consumption RTh

Fuel Surcharge – charged by a utility provider to adjust the electricity and water tariff (invoiced only if applicable)

Heat Loss – the net decrease of energy within a given space by heat transmission through spaces around windows, doors, etc (invoice only if applicable)

Capacity Charge – charge levied by the building owner for providing connectivity to the Cooling Services which is calculated at the prevailing Capacity Charge rate (AED/RTh OR AED/sq ft)


Meter Administration Charge – the fee charged for ista services (including reading, validation, billing, and customer service)

CHARGES BREAKDOWN

Charges	Consumption	Measuring Unit	Tariff (AED)	Total Charges (AED)	VAT (AED)	Total (AED)
Cooling Energy Charges for Current Period	190.50	RTh	0.307400	58.56	2.93	61.49
Fuel Surcharge for Current Period	not applicable	RTh				
Heat Loss Adjustment for Current Period	not applicable	RTh				
Capacity Charge - Demand Charges	not applicable	sq ft				
Meter Administration Charge				25.00	1.25	26.25
Total Charges for the Current Period				83.56	4.18	87.74
Previous Outstanding Amount						127.26
Total Amount Due						AED 215.00

PAYMENT INSTRUCTIONS

Account Name:			
Bank:			
Branch:			
Account Number:			
IBAN Number:			
Swift Code:			



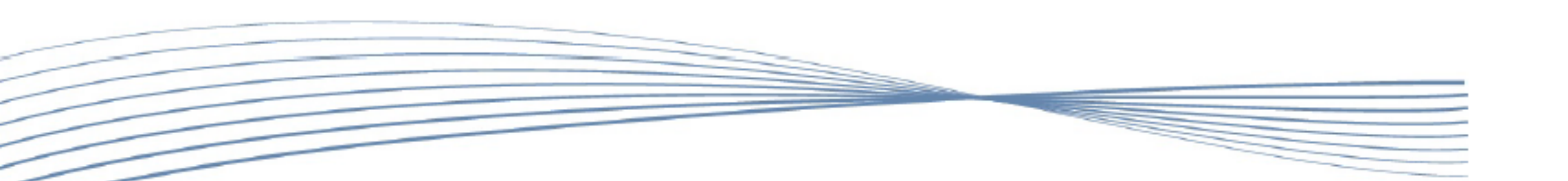
Payment instructions – bank details for bill payment in case of bank transfers.

Barcode – contains Account Number, Bill Number and Total Amount Due

✂️ Always attach the payment slip to your payment.

Customer / Occupier Name:	Name	Customer ID:	1234567
Customer / Occupier TRN:	TRN Occupier	Account Number:	0118XXX0001111
Unit Number:	101	ista Property ID:	12-123-1234
Billing Period:	01 January 2018 - 25 January 2018	Total To Pay:	AED 215.00
Bill Number:	0118XXX0001111	Payment Due Date:	05 April 2018

NOTICE: Cash payments are available 24/7 via MBME/ista payment kiosk situated on 800 other locations across U.A.E. Alternatively, for bank transfers and cash deposit payments proof would be required.



Definitions:

kWh means energy consumption of 1 kW that was consumed in one hour. The kWh meter has a counter display that counts units of kilowatt-hour (kWh).

The energy consumption is calculated by calculating the difference of the counter's reading