

# KALO ) KALORIMETA

*schnell. präzise. kompetent.*



**A perfect combination: first-class services and state-of-the-art technology**

Your service provider for the housing industry



**Place your trust in KALORIMETA.**



## **KALORIMETA – where experience goes hand-in-hand with competence**

More than 55 years' experience in the usage-based settlement of heat and water accounts has given rise to a compact service package for the settlement of heating costs, operating costs, cold and warm water as well as an equipment programme that has been harmonised accordingly. Furthermore, we offer a comprehensive smoke alarm service and energy certificates.

Whether you are a property owner or manager, our 1,200-plus specialists offer support in respect of settling accounts. Our advice includes the selection of metering equipment. We assemble, service and read the meters and quickly draw up a transparent statement of account that guarantees legal certainty.

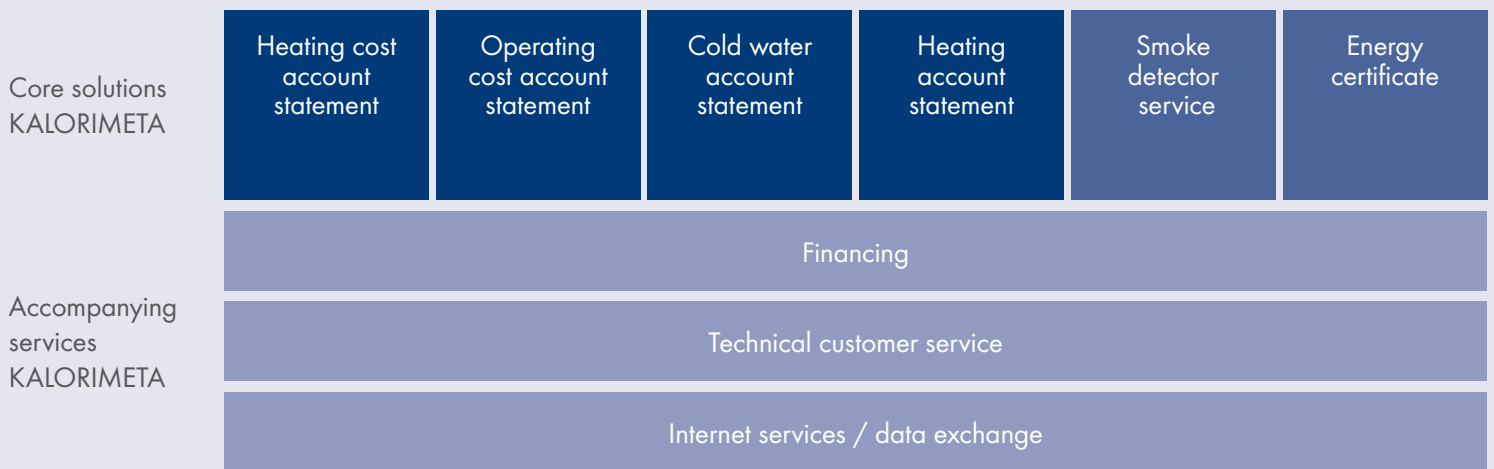


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A company like no other

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## Our flexible service elements offer you tailor-made solutions.



### We are on-site

As one of the leading metering service companies in the field of usage-based account statements for heating and water, KALORIMETA offers more than a million tenants and flat owners throughout Germany first-class service and personal on-site support. The expert area and district managers in your vicinity will quickly convince you of the advantages of the support we offer. At KALORIMETA, collaboration is at all times characterised by personal and direct contact with the customers.

### Account statements in record time

Providing quick and correct account statements of operating and heating costs is and remains the key task of the service providers in our sector. At present we provide our account statements in 88% of all cases within seven days, and therefore provide the quickest account statements in Germany.

This success is largely attributed to all-round support in which all work phases are carefully harmonised.

### We provide usage vouchers

While other major metering service companies have phased them out, we have retained usage vouchers. The new heating cost regulation in Germany means they officially create transparency for tenants, and therefore reduce tenants' questions. In addition, they are an element of the legal certainty of our documentation. They create satisfied tenants and protect customers from unlawful complaints.

The background of the page is a close-up, high-angle shot of water. It features a series of concentric ripples emanating from a central point, with numerous small, clear bubbles scattered throughout. The lighting is bright, creating a shimmering effect on the water's surface. The overall color palette is a range of blues, from light sky blue to a deeper, more saturated blue.

## Our service elements

## Take advantage of the economic benefits of our heating and operating cost account statements.

Kostentabelle	
Kostenart	Betrag
Gesamtkosten	3.994,13 EUR
Müllabfuhr	879,00 EUR
Gartenpflege	172,80 EUR
Grundsteuer	443,56 EUR
Allgemeinstrom	278,00 EUR
Aufzugwartung	212,80 EUR
Abwasser	807,77 EUR
Kaltwasser	1.028,70 EUR
Abrechnungsservice	89,55 EUR
Nutzerbezogene Kosten	81,95 EUR
<b>Gesamtkosten der Liegenschaft</b>	
<b>Verteilung</b>	
	46
	465
	6
	168
	345.200m
	345.200m²
	345.200m² W

### The heating cost account statement

Account statements for heating and warm water costs for centrally-supplied rented and owner-occupied flats require particular care since the introduction of heating cost regulations in Germany.

Preparing and distributing heating costs in line with usage is an absolute must. Processing requires quick implementation and quality to meet ever-increasing demands for transparency and precision. And that is exactly what we offer.

Furthermore, every reading undergoes a series of reviews and plausibility checks at our computing centre. If variations are identified, the field service staff members carry out the necessary subsequent check on site without delay.

### The operating cost account statement

Operating costs require settling on an annual basis – a periodic procedure that is particularly time-consuming. We perform this task for you quickly and reliably.

Ease the burden on your administration by recording the heating and operating costs almost simultaneously, and have the account statements prepared in a single procedure. Make the most of our supplementary element of the operating cost account statement for an economically worthwhile service package.

The KALORIMETA on-site field service staff will gladly answer your questions about apportioning operating costs and legally permissible calculation standards

## Water and heating accounts neatly settled via a single meter.



### The cold water account statement

Experience shows that savings of up to 30% are achieved by installing cold water meters. This is all the more important because as a resource water is becoming ever-more scarce. The price of preparing water and waste-water disposal is ever-increasing. The German federal states have therefore provided for the installation of cold water meters in the state building regulations.

We can advise you on the selection of water meters and provide support from assembly and reading to preparing the account statements.

### The heating account settlement

We use special programmes to prepare heating account statements for heating supply companies. The account statements prepared in this way comply in every respect with the requirements of the regulations on general conditions for supply via long-distance heating and the heating cost regulation. We offer a time-saving service package to all operators of heating plants that are required to meet such requirements. We determine the costs in accordance with the contractual two-part tariff and ancillary cost types for each user group. The user-related consumption costs are based on the units of the installed metering and distribution equipment.

**To honour your obligations, place your trust in our all-round package.**



## Smoke detector service

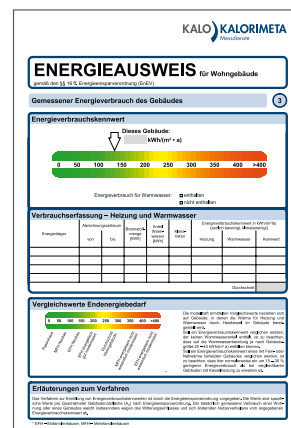
The law in many German states specifies the installation of smoke detectors - in part with transitional periods - to successfully protect people's lives. Flat owners are responsible for adhering to the statutory requirements. Following a fire, owners are required to furnish appropriate proof.

We provide the equipment, assemble it and service it on your behalf, and therefore provide an all-round package. We protect you as a customer by way of documentation that provides legal certainty and ensure that your customers are satisfied by way of maximum comfort in respect of the services and equipment. You can rely on quality and experience when you commission us to equip your property with smoke detectors.

## Energy certificate

The energy certificate is mandatory. It is aimed at providing a comparison of the energy consumption in buildings and flats, and facilitating an assessment of overall energy efficiency of a property. Small buildings with less than 50m<sup>2</sup> of usable floor space, and buildings that are not regularly heated, cooled or used are exempt from the obligation (e.g. holiday homes).

KALORIMETA offers a consumption-oriented energy certificate for residential buildings. On request we would also be glad to prepare the consumption-oriented energy certificate using entirely external data.



## We are there for you with personal support on-site and first-class technology.



### Technical customer service

KALORIMETA operates customer services throughout Germany for smoke detectors and for the assembly, servicing, repair and reading of technical metering equipment. KALORIMETA uses modern technology such as the unique "SirusCom" reading device. We guarantee high quality customer service thanks to our area and district management team which boasts more than 800 regional service stations.

### Financing concepts

Purchasing technical metering equipment often raises a major financial question. How can the equipment be financed sensibly and serviced without any problems in the long-term?

A solution in line with the respective customer's requirements, in particular, is called for in respect of the capability of apportioning costs. Whether renting or purchasing – we offer two beneficial contract options and would be pleased to draw up a project-related offer for you.

### The usage voucher

In respect of account statements, the usage voucher remains the key proof of the data. KALORIMETA therefore provides all flat users, where meters are read or smoke alarms are serviced, with a usage voucher as a means of checking consumption.

### Our equipment programme

In line with our services and customer service, we offer first-class equipment technology with our comprehensive range of equipment.

For example, the KALORIMETA radio system kaloON allows for the quick transfer of radio data that is not susceptible to disruption.

The consumption figures are automatically recorded and transferred by radio or GSM. Access to the property to read the meter is no longer required. All our heating cost distributors contain a basic back part. Converting systems is therefore easy because the equipment merely needs to be replaced. They are suitable for all structures, and the precision technology guarantees the most detailed metering results via continuous operation. In addition, they have been designed for easy upgrading with a view to remote reading.

Our heating meters use the impeller wheel technology, which has been tried and tested millions of times and, and therefore offers the highest possible quality. We also offer the future-oriented static metering procedures involving ultrasound metering technology. All types of equipment have one thing in common: they satisfy the most stringent quality requirements at all times.

## Easier and quicker account statement: data exchange, Internet services and integrated account statements.



### Data exchange

Your data can be transferred more quickly and more easily thanks to the electronic exchange of data. Data are transferred via interfaces, whereby we can support your individual output format by way of customer-specific solutions. The most stringent security standards are, of course, adhered to. Our automatic plausibility check during processing further accelerates the procedure – and saves time and money. Incidentally, on request the exchange can be extended to include the booking records to complete your financing and accounting. You can subsequently print the account statement, or specify that KALORIMETA print it – the choice is yours.

### Internet services

You have the option of quickly and easily providing KALORIMETA with all the data relevant to the energy cost account statement. This practical online service is available via the “Internet Services” section at our website [www.kalorimeta.de](http://www.kalorimeta.de).

Many of our customers have realised the advantages of this service, and forward their settlement data to us online. A high level of customer satisfaction is confirmed by survey questionnaires.

In addition, better data quality means we can provide more efficient processing and thanks to the ideal preparatory work, KALORIMETA requires even less time to prepare your account statement.

### Integrated account statements

KALORIMETA supports all standard procedures for preparing integrated heating and operating cost account statements.

To that end KALORIMETA maintains open partnerships with the manufacturers of housing industry software solutions. This is based on the interface for housing industry software solutions specified by the working party of the measuring service companies. The required data are made available by our in-house settlement system so that the integrated heating and operating cost account statement can be prepared on your system - without doubt one of the most convenient ways of reading data.

## KALORIMETA is part of a unique energy service provider.



### Three strong partners from a single source

The range of our products and services from a single source, the KALO Group, is extremely comprehensive and unique in the market. In addition to the KALORIMETA services spanning heating and operating cost statement settlements to technical customer satisfaction and the entire equipment range by way of the metering equipment programme, we cover the entire range of energy services for the housing industry in conjunction with our corporate association with URBANA and IKW. URBANA's comprehensive energy services include energy supply and financing contracting, technical property and building management, technical building equipment as well as entire energy management. IKW is an experienced, serious and successful receivables management and collection partner.

**More than 55 years' experience you can rely on.**



## Company history

**1953** The KALORIMET company is established in August. The first company headquarters was located in the now listed building Fährhaus Teufelsbrück, Elbchaussee 334 in Hamburg.

**1963** Already boasts an inventory of 710,000 metering and distribution devices .

**1972** Launch of the bi-mess heating cost distributor. This model remains the only evaporation device with the option of storing the previous year's ampoule as proof for 10 years.

**1982** Conversion of the heating cost account statement to a voucher-free dialogue procedure, and introduction of a separate operating cost account statement.

**1989** Launch of the electronic K1 heating cost distributor- Germany's first electronic heating cost distributor on a quartz basis.

**1992** Stiftung Warentest issues the quality assessment "GOOD" for the electronic K1 heating cost distributor and bi-mess K87 (electronic and evaporation device).

**1993** Successful establishment of ten additional area managers in the new German federal states.

**1995** KALORIMETA moves into Heidenkampsweg with the IKW and URBANA companies.

**1998** Radio and M-BUS systems are included in the product range for "central consumption data recording."

**2000** Introduction of own and quick account settlement system "ASK" to prepare heating and operating cost account statements.

**2003** KALORIMETA supports more than 100,000 properties throughout Germany by way of more than 7 million devices.

**2007** Incorporation in the KALO Group. KALORIMETA acquires the metering service companies BAVARIA-THERM in Rosenheim and Heiko-Therm in Dresden.

**2008** Take-over of the settlement companies WÄRME-MESSDIENST SÜD in Villingen and SCHYMA WÄRMEABRECHNUNGS-DIENST in Roßdorf. Inventory of eight million metering and recording devices .



**Your future-oriented and strong partner**



## KALORIMETA - let the benefits work for you.



### We prepare account statements in record time

- With us you can really save time – 84% of all account statements are prepared within seven days

### We provide personal consulting services

- No call centre, all employees can be reached direct
- A personal contact person provides professional advice on all matters, e.g. settlement questions

### We are on-site

- More than 1,200 qualified specialists throughout Germany
- Dates for meetings can be agreed direct

### You are provided with usage vouchers

- High level of transparency and clarity
- Fewer questions posed by tenants, increased tenant satisfaction

### We provide first-class services

- Documentation that provides legal certainty, energy certificates and smoke detector service
- Online services, data exchange, fully-integrated processes

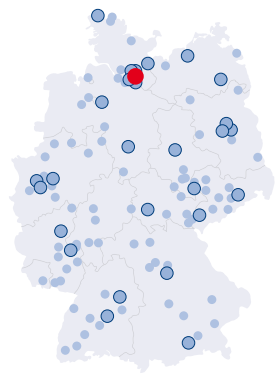
### Only the best technology is used

- Highest equipment quality, and state-of-the-art metering devices and our smoke detectors
- State-of-the-art radio technology for all devices

### We are your reliable partner

- Privately-owned
- More than 55 years' experience as one of Germany's first metering service providers
- Services rendered via some 8 million devices

We are represented throughout Germany!



- KALORIMETA AG & Co. KG
- KALORIMETA regional management
- KALORIMETA district management

**KALO** **KALORIMETA**  
Messdienste

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Company and co-operation of the

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Group