



Iren District Heating

The Social **Bonus** 2024 has arrived.

Scan the QR code to discover
if you are eligible and how to obtain it.

CONDITIONS FOR ACCESSING THE DISTRICT HEATING BONUS 2024

Iren renews the **District Heating Bonus for the 2023/2024 heating season** to give concrete support to its customers. Although the energy context is much more favourable than in 2022 and commodity prices have substantially returned to pre-crisis levels, the Iren Group has nevertheless decided to activate the Bonus also for the current heating season.

Iren has already intervened in the previous two seasons (2021/2022 and 2022/2023) with a commercial discount on the bill (called Bonus). The Bonus, to be paid in full by the company, aims at giving concrete support to economically disadvantaged families, with particular attention to the most vulnerable.

01. WHO IS THE BONUS FOR?

The Bonus can be requested by all **domestic** customers who have their registered residence in one of the following municipalities (**Beinasco, Collegno, Genoa, Grugliasco, Moncalieri, Nichelino, Parma, Piacenza, Reggio Emilia, Rivoli, Turin**) and who have a **district heating contract** for the heating or mixed heating service for their home that is active or has been active in the period 15/10/2023 - 30/04/2024.

Those who can make the request are Customers who use the service of:

- individual district heating;
- centralised district heating with distribution service;
- centralised district heating.

To access the District Heating Bonus 2024, an ISEE threshold in line with the one set by ARERA (Autorità Regolazione Energia Reti e Ambiente) for natural gas is required, i.e.:

1. belonging to a household with an **ISEE indicator not exceeding EUR 15,000 ***
2. belonging to a household **with at least four dependent children** (large family) and **ISEE indicator not exceeding EUR 20,000**

The applicant must be in possession of the **ISEE 2024 certificate**.

*households with an ISEE indicator between EUR 9,530 and EUR 15,000 (with fewer than four dependent children) will still receive the bonus in the amount of 80% of the amount provided for the ISEE threshold up to EUR 9,530.

02. WHAT IS THE AMOUNT OF THE BONUS?

For domestic Customers in possession of the above requirements, a one-time bonus is recognised for an amount equal to:

For households with ISEE indicator not exceeding **EUR 9,530**:

- **146 euro** (including 10% VAT) for families with **up to 4 members**
- **170 euro** (including 10% VAT) for families with **more than 4 members**

For households with an **ISEE indicator between EUR 9,530 and EUR 15,000**:

- **117 euro** (including 10% VAT) for families with **up to 4 members**
- **136 euro** (including 10% VAT) for families with **more than 4 members**

For households with at least **four dependent children** and **ISEE indicator not exceeding EUR 20,000**:

- **170 euro** (including 10% VAT)

The discount will be recognised only once per resident household and will be recognised for active users in the period 15 October 2023 - 30 April 2024 (2023/2024 heating season). The value of the bonus paid, given that it is a commercial discount, may not in any case exceed the amount invoiced for the district heating service in the aforesaid period:

- In the event that the consideration for the consumption recorded and invoiced is equal to or less than the maximum recognisable amount, the amount actually paid as a District Heating Bonus 2024 will fully cover the quantum recorded and invoiced for the district heating service of the heating year 2023/2024;
- Otherwise, in the event that the consideration for the consumption recorded and invoiced is higher than the maximum recognisable amount, the amount actually paid as a District Heating Bonus 2024 will be equal to the maximum recognisable amount.

03. HOW TO OBTAIN THE BONUS

Interested parties must present the application for the bonus **by 31/03/2024** by accessing the dedicated area that will be made available at the website www.irenlucegas.it/bonus-teleriscaldamento from 26/02/2024.

For individual users, the application for the Bonus must be submitted exclusively by the person whose name is on the contract. In all other cases, the application must be submitted by a person residing at the dwelling served by the district heating.

To proceed with the compilation of the application, the following information is necessary:

- **ISEE 2024 certificate**
- **Customer number** – present on the bill *
- **Contract code** – present on the bill *
- **Copy of valid identity document**
- **District heating bonus application protocol number 2022-2023**
(only for bonus recipients in the previous heating season)

*The information of the aforesaid items can be found on the bill of the District heating service, next to the heading and logo of Iren Luce Gas e Servizi.

* If you have an indirect (centralised) contract, the contract code can be requested from your condominium administrator or by calling Iren's toll-free number 800 969696.

Once the application has been completed, Iren will check the access requirements and will send a communication to each applicant with the outcome of the acceptance of the request and an indication of how the Bonus will be disbursed. Afterwards, it will be possible to proceed with the disbursement of the Bonus.

04. HOW THE BONUS IS PAID

For Customers with an individual or divided centralised contract and having the above requirements, the discount is paid directly by Iren in the bill.

For Customers with a centralised apartment complex contract, the Bonus will be paid by Iren in the apartment complex bill up to the amount allowed. The applicant will be sent a specific communication with the outcome of the acceptance of the request.

The apartment complex administrator will receive a similar communication from Iren with the information necessary for the autonomous recognition of the Bonus to the interested party.

05. WHEN THE BONUS IS PAID

The Bonus is paid starting from three months after the expiration of the submission of the applications.

06. SUPPORT

For information or support, the following are available to citizens:

- Toll-free number **800 969696**;
- WhatsApp number **337 1227905**;
- **Local counters** (<https://www.irenlucegas.it/assistenza/sportelli>)