

A close-up photograph of two hands, one from an older person and one from a younger person, holding a glowing, multi-colored orb. The orb has a gradient from red to purple to blue to green. The background is a blurred indoor setting.

Iren District Heating

The new Bonus 2022-2023 has arrived.
Find out how to get it.

As a result of the international energy crisis, which has produced a sharp increase in the costs of raw materials, and to cope with the exclusion of district heating from government benefits, Iren renews and expands its **actions to support** its district heating Customers. It does so with the **District Heating Bonus**: a discount on the bill **to be paid by the company**, granted to give concrete support to families.

Important news related to the Bonus for the 2022-2023 thermal season:

- **Increase of the ISEE threshold** of access from € 12,000 to € 25,000, to significantly expand the number of those entitled;
- **Facilitated way** to submit the Bonus application for those who have already obtained it in the 2021 - 2022 thermal season.

[Find out if you are also eligible for the Bonus and how to get it.](#)



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Who is the Bonus for?

The Bonus can be requested by all **domestic Customers** who have their registered residence in the Municipality of **Moncalieri** and who have a district heating contract for the heating or mixed heating services for their home.

It can be requested by Customers with:

- an individual district heating contract;
- a centralised district heating contract with distribution service;
- a centralised district heating contract and who belong to households with an ISEE indicator not exceeding € 25,000 (ISEE 2022 certificate).

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:

- € 487.27 VAT excluded (total amount VAT 10% included € 536.00) for families up to 4 members;
- € 679.09 VAT excluded (total amount VAT 10% included € 747.00) for families up to 4 members.

The discount will be recognised only once per resident family and will be recognised for active users in the period **22 October 2022 - 30 April 2023**.

The value of the Bonus paid may not in any case exceed the amount invoiced for the district heating service in the 2022-2023 thermal 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 2022 - 2023 will fully cover the quantum recorded and invoiced for the district heating service of the thermal year 2022 - 2023 (22 October 2022 - 30 April 2023). 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 2022 - 2023 will be equal to the maximum recognisable amount indicated above.

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.

*The information of the aforesaid items can be found on the bill of the district heating service, next to the heading and Iren Luce Gas e Servizi logo. In the event of centralised district heating service, it can be requested directly to Iren or to the apartment complex administrator.

Support

For information or for support in the compilation of the application, Iren makes the following channels available to citizens:

Toll Free Number **800 96 96 96** | WhatsApp **337 1227 905**
Territorial offices

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.

How to obtain the Bonus

Those who have already benefited from the District Heating Bonus for 2021-2022.

Customers who have already obtained the District Heating Bonus from Iren for the thermal period 2021-2022, will receive directly from Iren a notification with all the necessary indications. The e-mail will be sent to the e-mail address communicated in the application for the Bonus for 2021 - 2022, within the month of November.

Those applying for the District Heating Bonus for the first time or who have not had access to the previous one.

The interested parties must submit the application obtain the Bonus by electronically accessing the prepared by their municipality of residence, authenticating themselves with their SPID or CIE.

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

- Updated 2022 ISEE, for the application to submit by 31 January 2023;
- Customer code*;
- Contract code*.

For individual users, the application for the Bonus must be submitted exclusively by the person **whose name is on the contract**. Applications submitted will be verified regarding composition of the nuclear family, economic condition (ISEE), residence and contractual aspects. Iren will send a communication to each applicant with the outcome of the acceptance of the request and with the indication of the modes of disbursement of the Bonus.

When should the request be submitted?

It will be possible to submit applications until **31 January 2023**, unless extended.

When the Bonus is paid

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

There will also be an itinerant truck in the months of December and January in the main squares of the cities served by district heating, the route and all the stops will be published on the District Heating Bonus page of the irenlucegas.it site.



More information is available on the Iren site at the page: www.irenlucegas.it/bonus-teleriscaldamento
Scan the QR code to directly access the page.



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