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**NATIONAL STANDARD OF THE
PEOPLE'S REPUBLIC OF CHINA**

GB/T 33833-2026

Replacing GB/T 33833-2017

Urban heating service

城镇供热服务

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Foreword

This document complies with the provisions of GB/T 1.1-2020 "Standardization Work Guidelines Part

1.Structure and Drafting Rules of Standardization Documents". Drafting. This document replaces GB/T 33833-2017 "Urban Heating Services". Compared with GB/T 33833-2017, the main differences are structural adjustments and editing. Aside from the sexual alterations, the main technical changes are as follows:

- a) The wording regarding the scope of application has been changed (see Chapter 1, Chapter 1 of the.2017 edition);
- b) The definition of the term "heating facility" has been changed (see 3.4,.2017 edition of 3.4);
- c) The definition of the term "operational failure rate" has been removed (see 3.5 in the.2017 edition);
- d) The definition of the term "owner-occupied heating" has been changed (see 3.5, 3.6 in the.2017 edition);
- e) The definition of the term "service location" has been changed (see 3.6, 3.7 in the.2017 edition);
- f) The term "special demand heat user" and its definition have been added (see 3.9);
- g) The requirement for heating management departments has been removed (see 4.2.2.3 in the.2017 version);

h) The heating temperature requirements have been changed (see 5.1., 2017 version 5.1);

1 Scope

GB/T 33833-2026 is the Chinese national standard covering district heating as a service to the customer - the indoor temperature that must be maintained, the start and end of the heating season, the metering and billing, the fault response times and the handling of a complaint about a cold flat. It replaces GB/T 33833-2017 and has been in force since 1 October 2026. It was issued on 31 March 2026 and takes effect on 1 October 2026, replacing GB/T 33833-2017. The document is under the responsibility of the Ministry of Housing and Urban-Rural Development. This page is published from the official record of the 2026 edition; the clause text of a standard this recent is not yet in circulation, and the figures, limits and tables it contains are those of the document itself, delivered in full with the English translation.

This document stipulates the general rules, heating quality, operation and maintenance, business and information, civilized construction, insurance and claims, and service of urban heating services. Service quality evaluation and service improvement requirements. This document applies to heating services provided to residential building users.

Note. The parties involved in heating services include urban heating operators, heat users, and heating management departments or agencies. The responsibilities of each party in the heating service process are covered by... The following are included, but are not limited to.

- a) Heating services provided by urban heating companies to heat users;
- b) Heat users comply with heat usage regulations;
- c) Evaluation of the quality of heating services by heat users, heating management departments or agencies.

2 Normative references

The contents of the following documents, through normative references within the text, constitute essential provisions of this document. Dated citations are not included. For references to documents, only the version corresponding to that date applies to this document; for undated references, the latest version (including all amendments) applies. This document.

GB 5749 Standard for Drinking Water Quality

GB 12523 Construction Noise Emission Standard

GB/T 19001 Quality Management System Requirements

GB/T 19038 Guidelines for Customer Satisfaction Measurement Models and Methods

GB/T 31962 Water Quality Standard for Wastewater Discharge into Urban Sewerage Systems

GB 50736-2012 Code for Design of Heating, Ventilation and Air Conditioning of Civil Buildings

GB/T 50893 Technical Specification for Energy-Saving Retrofitting of Heating Systems

GB 55010 Specification for Heating Engineering Projects CJJ/T

34 Design Standard for Urban Heating Pipeline Networks CJJ

88 Technical Specifications for Operation and Maintenance of Urban Heating Systems

CJJ203 Technical Specification for Emergency Repair of Urban Heating Systems CJJ/T 220
Standard for Marking Urban Heating Systems

3 Terms and Definitions

The following terms and definitions apply to this document.

3.1 heatconsumer Units or residents that obtain heat energy from the heating system.

3.2 heating service To meet the needs of heat users for compliant heat use, heating companies provide heat users with related activities for providing heating products.