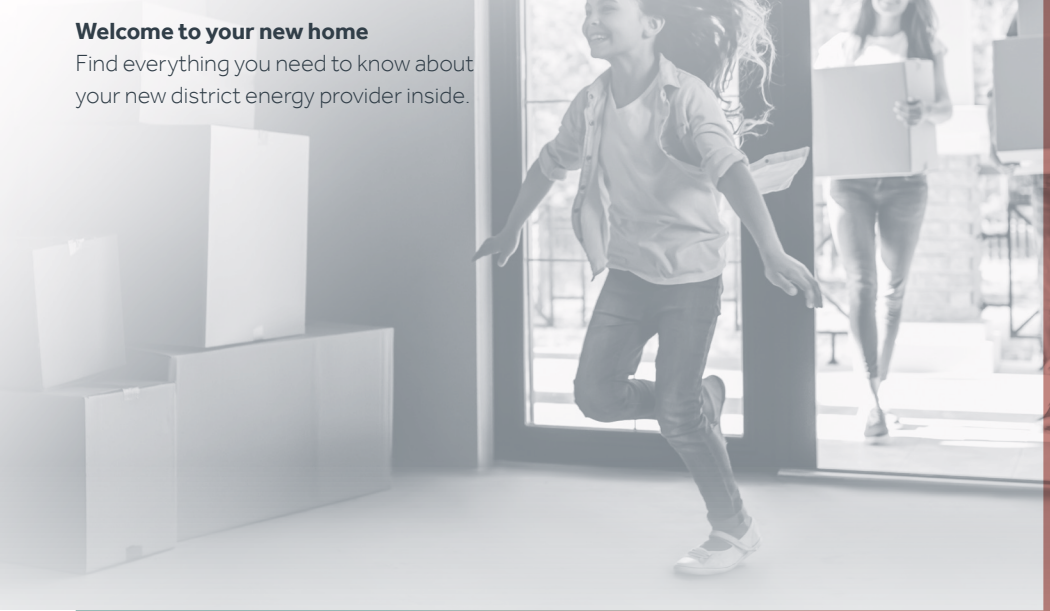


© KING'S CROSS

# Simply a better way to heat the homes in your community.

## Welcome to your new home

Find everything you need to know about your new district energy provider inside.



Simply better energy





# Contents

How to register	<b>04</b>
What is district heating?	<b>05</b>
Who are Metropolitan?	<b>06</b>
Equipment in your home	<b>07</b>
Peace of mind	<b>08</b>
How is your heating and hot water bill calculated?	<b>09</b>
Payment options	<b>10</b>
Extra help for our vulnerable customers	<b>11</b>
Heat Trust	<b>12</b>
Help us to help you	<b>13</b>
Useful contacts	<b>14</b>

# How to register

Please register with us so we can set up your account

You can register in the following ways:

- Online at [www.metropolitanlocal.co.uk](http://www.metropolitanlocal.co.uk)
- Call us on **02920 100346**

Our Customer Services team are available 8am-8pm Monday to Friday, and 9am-1pm on Saturday.

Before you register, you will need the following:

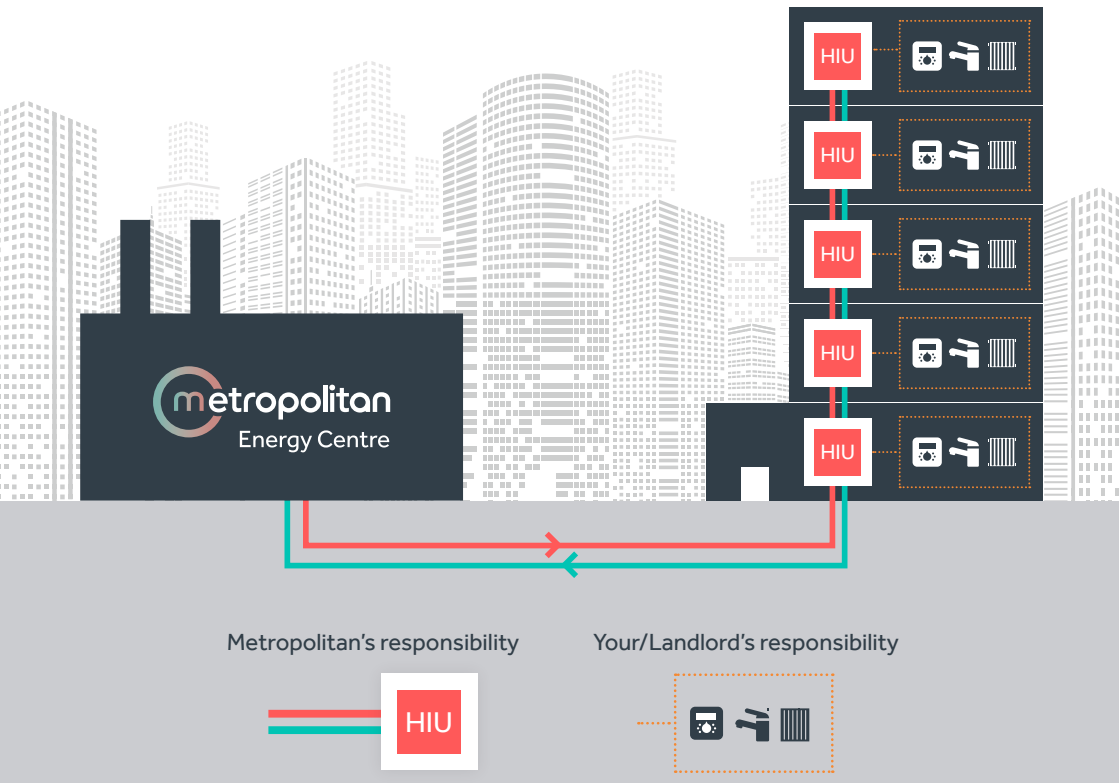
- Your Post Code and full address
- Your move in date



# What is district heating?

District heating is where there is a supply of heating and hot water to your home that is generated at a central energy centre. The supply of heating and hot water is delivered to your home through a network of highly insulated pipes.

Because the water that is delivered to your home is already hot, there's no need for a boiler or gas supply to heat the water in your home. The boiler is replaced by a Heat Interface Unit (HIU) which acts as the boiler.



## Who are Metropolitan?

Metropolitan are your heating and hot water supplier. We are responsible for generating the hot water at our energy centre before it is delivered to your home through our network. We maintain the network up to and including the HIU in your home.

As the homeowner, it is your responsibility for the maintenance and repair of the heating

equipment in your home beyond the HIU. This includes your taps, radiators, underfloor heating, thermostats and programmers.

If you're a tenant, it is your landlord's responsibility for the maintenance and repair of the heating equipment in your home beyond the HIU.

## Why is your home connected to a district heating network?

Metropolitan as well as the UK Government are committed to reducing the UK's carbon emissions. Many planning obligations now require that new developments are connected to a district heating network.

When you're connected to a district heating network it is important to know that you can't change your heating and hot water supplier. Metropolitan were chosen by the developer of your community to provide heating and hot water to all its residents and businesses.

District heating is like your water supply where you can't change your supplier, but there are advantages to being on a district heating network.

- A district heating network produces less carbon when compared to traditional utilities such as gas, where each home has a gas boiler.
- The UK Government promotes district heating networks in their Heat Strategy.
- Low maintenance costs. There is no boiler to repair or replace. We cover all extra maintenance and repairs in the normal costs you pay to us for your supply. So, no costly repair or maintenance costs to worry about.
- Our charges are competitively priced when compared with traditional heating and hot water utilities such as gas. We ensure you pay a comparative price for your heating and hot water when compared to these utilities.



# Equipment in your home

## Heat Interface Unit (HIU)

In your home is our HIU. This acts as the boiler which provides you with the heating and hot water from our network. You will have thermostats, programmers or both in your home and these will control our HIU.

We aren't responsible for the thermostats and programmers in your home, but the World Health Organisation recommend that the minimum room temperature is 18°C.

If you have underfloor heating in your home, it should be worth noting it can take up to an hour for you to notice a change in temperature. This is because the underfloor heating will need to warm up the floor itself, your floor is effectively your radiator.

The HIU may be enclosed within a metal casing and should not be opened for safety reasons as some internal pipework can be very hot.

---

## Heat Meter

The heat meter is linked to the HIU, which records your heating and hot water usage. The HIU has a smart meter that provides us with remote readings.

If there is a problem with getting hold of your meter reading, we will on rare occasions ask you to provide a meter reading.

We can also send a representative to take the meter reading if you can't view the heat meter yourself.

In your home there should be a Home Display Unit (HDU). This remotely reads your heat meter and allows you to view your usage in kWh so you will not need access to your heat meter.

# Peace of mind

All HIU servicing and repairs are included in your heating charge with us. In the unlikely event of you finding yourself with no heating or hot water throughout your entire home please contact us as soon as you notice the problem.

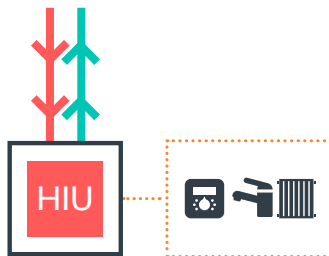
There are no extra charges for you to worry about if things go wrong. If the issue is found to be with our equipment, we will cover the cost of repairs to get things working again, which includes parts.

**For emergencies like this where you are left with no heating or hot water services throughout your entire home, you can contact us by phone 24/7 on 02920 100346.**

For any faults with the HIU that doesn't leave you with a total loss of supply, we are also available 24/7 by phone.

If you have any issues with the heating system inside your home which is not our responsibility, for example a faulty programmer, only one room heats up, or if there's one hot tap that doesn't work, then you would need to report them to your landlord if you're a tenant.

If you are the homeowner, you can speak to your building management company who can advise you on a suitable trades person to contact.



Metropolitan's responsibility

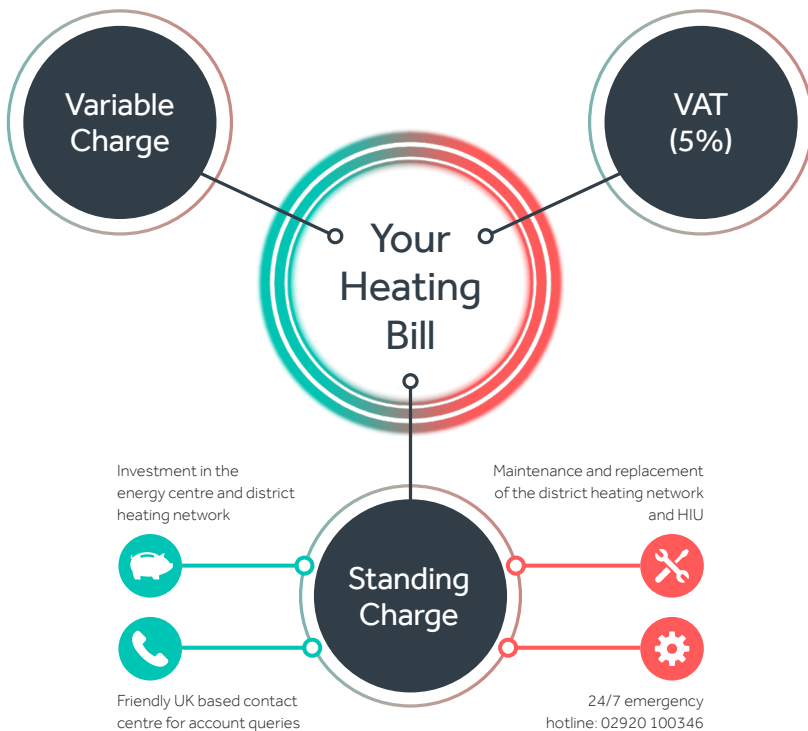
Your/Landlord's responsibility





# How is your heating and hot water bill calculated?

Our bills are made up of a standing charge and a variable charge. Your variable charge is based on your heating and hot water usage measured in pence per kilowatt hour (p/kWh).



The costs to maintain the HIU in your home are covered in our charges. We will service the HIU once every two years at no extra charge and we will contact you when this is due.

If you lose heating and/or hot water to the whole of your property then we will arrange for an

engineer to attend at no extra charge, only if the fault lies with our equipment.

**It is important to note that your account will accrue standing charges even if you're not using your heating or hot water. This is normal and occurs on traditional utilities.**

# Payment options

You can pay by either Direct Debit or Pay As You Go

## Direct Debit

This is the easiest and most simple way to pay for your heating and hot water. There are two options with our Direct Debit.

- You can pay monthly for your actual heat usage, or
- You can pay with fixed monthly payments. The amount you pay will be reviewed once every three months based on your usage.

## Pay As You Go (PAYG)

You can pay by PAYG by topping up the balance on your account. You can top up either over the phone or through your online account.

When you first move into your home you may find that your default payment is PAYG. In order to use your heating and hot water supply you will need to register with us. You can then pick your preferred payment method.

## Call Us

Call our automated payment line on **02920 100346** and pay for your services 24/7.

## Your Metropolitan Account

Once you have set up an online account with Metropolitan, you will be able to manage your personal details, as well as monitoring your usage/paying your heating charges online by visiting [www.metropolitanlocal.co.uk](http://www.metropolitanlocal.co.uk)

## Extra help for our vulnerable customers

We provide a range of services to support customers that identify as vulnerable.

This can include customers who have a disability (including mental health), or who are chronically sick, as well as customers with a visual or hearing impairment, have a child under the age of five living in their home, customers experiencing financial hardship, customers who are of pensionable age or have communication barriers (low literacy/ language barriers).

We will endeavour to provide as much support as possible to vulnerable customers.

This can include:

- Third party nomination for someone to manage your account on your behalf

- Setting up a door knocking password which only our representatives will know
- Large printed bills or bills printed in Braille
- Providing an alternative means to heat your home should you be left without heating for over 12 hours
- Never suspending your heating and hot water supply during the winter months (October to May)

You can highlight your needs when you register online or over the phone. Should your circumstances change, please let us know as soon as possible and we can adapt the way we manage your account.



# Heat Trust

The development you live on is a Registered Site with the Heat Trust.

The Heat Trust is an independent organisation set up to provide consumer protection to customers that live on district heating schemes in the UK. It was set up with government and industry support, where the Heat Trust set the rules by which we must abide. This is underpinned by our Guaranteed Standards that are aligned with the Heat Trust Scheme Rules.

This gives you the peace of mind that you know what we do is governed by the Heat Trust and gives you access to the Ombudsman services, an independent complaints handler that would not be accessible to schemes that aren't registered with the Heat Trust.

The Heat Trust have a Heat Cost Calculator where you can compare your heating bill (of a home heated by a district heating network) to a home heated by traditional means - [heattrust.org/index.php/heat-cost-comparator](http://heattrust.org/index.php/heat-cost-comparator).

You can find more information about the Heat Trust at [www.heattrust.org](http://www.heattrust.org).

## Our Guaranteed Standards

We are committed to providing you with excellent customer service. If we fail to deliver on this, we have our Guaranteed Standards which are our promises to you. Our standards are aligned with the Heat Trust, with a number of these promises over and above what the Heat Trust ask us to do.

You can find a copy of our Guaranteed Standards on our website. If you feel we haven't met these Guaranteed Standards, you can get in touch by phone or email. You can also find our complaints procedure on our website.





## Help Us to Help You

### **HIU Maintenance**

Once every two years we will contact you to arrange access to your home to maintain our HIU. This comes at no extra cost to you. All you need to do is confirm an appointment with us, or if you're not available, ensure that someone who is at least 18 years of age is at home to meet our engineer.

### **Appointments**

If you can't maintain an appointment, please let us know as soon as possible so we can cancel

the appointment with our engineer otherwise abortive visit charges may apply

### **Meter Reads**

On the rare occasion we may need to estimate your meter reading. If this is the case, you can provide us with a meter reading either by contacting us by phone or through the contact form on our website. This is to ensure your account is up to date.

We can also send one of our representatives, if you cannot see the meter reading.

## Useful contacts

### Metropolitan contact details

Our friendly UK based contact centre is open for all account and billing queries - 8am-8pm Monday to Friday and Saturday 9am-1pm.

**Telephone:** 02920 100346 (24/7 for emergencies)

**Website:** [www.metropolitanlocal.co.uk](http://www.metropolitanlocal.co.uk)

**Contact form:** [www.metropolitanlocal.co.uk/contact-us](http://www.metropolitanlocal.co.uk/contact-us)

**Write to us:** Metropolitan, Driscoll 2, Ellen Street Cardiff CF10 4BP

For emergencies where you are left with no heating or hot water services throughout your entire home, you can contact us by phone 24/7 on 02920 100346 - please hold for emergency options.

---

### Ombudsman contact details

Ombudsman Services is a free and independent agency who can help with customer complaints if you have exhausted our complaints process.

**Telephone:** 0330 4401624

**Textphone:** 0330 4401600

**Website:** [www.ombudsman-services.org](http://www.ombudsman-services.org)

**Write to them:** Ombudsman Services PO Box 966 Warrington WA4 9DF

Simply better energy







Simply better energy



02920 100346 | [www.metropolitanlocal.co.uk](http://www.metropolitanlocal.co.uk)

