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

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

Simply better energy

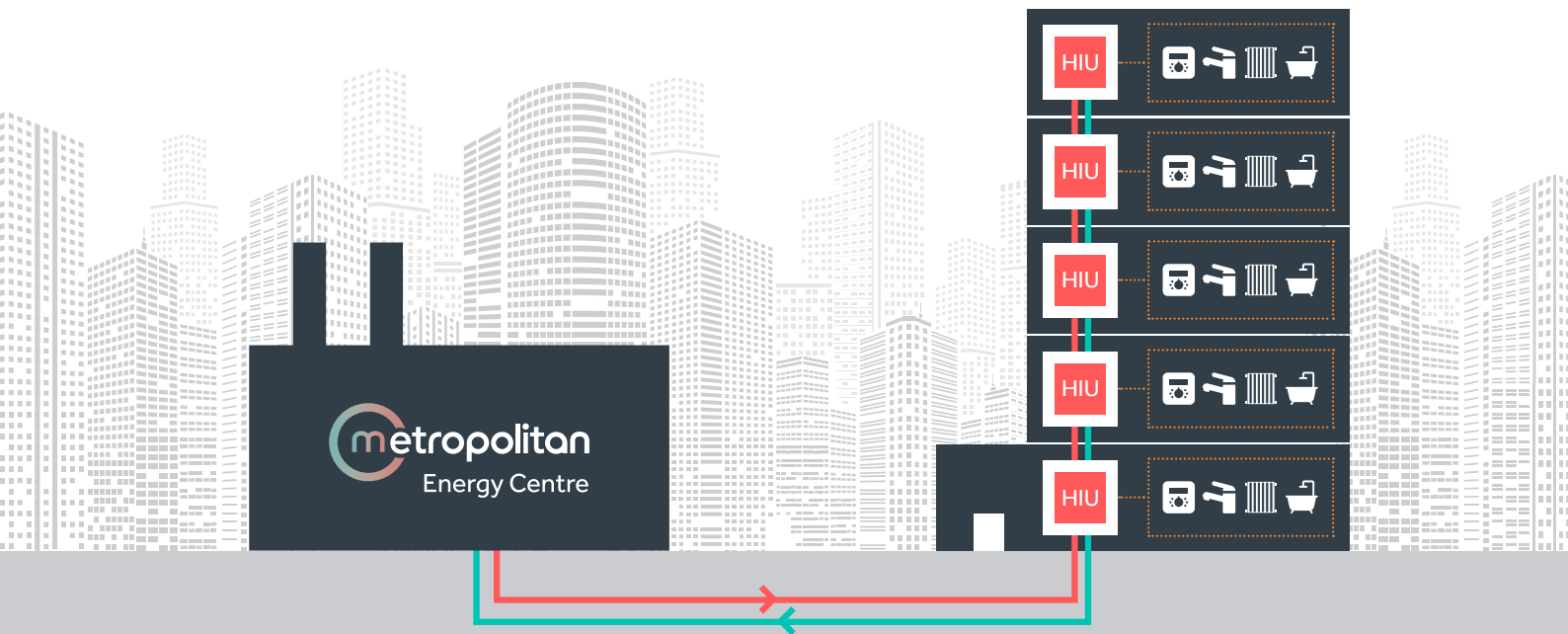


District heating information

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. With district heating the water that is delivered to your home is already hot, therefore there is no need for a boiler or gas supply to heat the water in your home. It is instead replaced by a Heat Interface Unit (HIU) which acts as the boiler in your home.



Metropolitan's responsibility



Your/Landlord's responsibility



Why will my home be connected to a district heating network?

Many planning obligations now require that new developments are connected to a district heating network. When you are connected to a district heating network it is important to know that you are unable to change your heating and hot water supplier. Metropolitan has been chosen by the developer of your community to provide heating and hot water to all its residents and businesses.

What are the advantages?

District heating is like your water supply where you are unable to 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.

What equipment will be used inside my home?

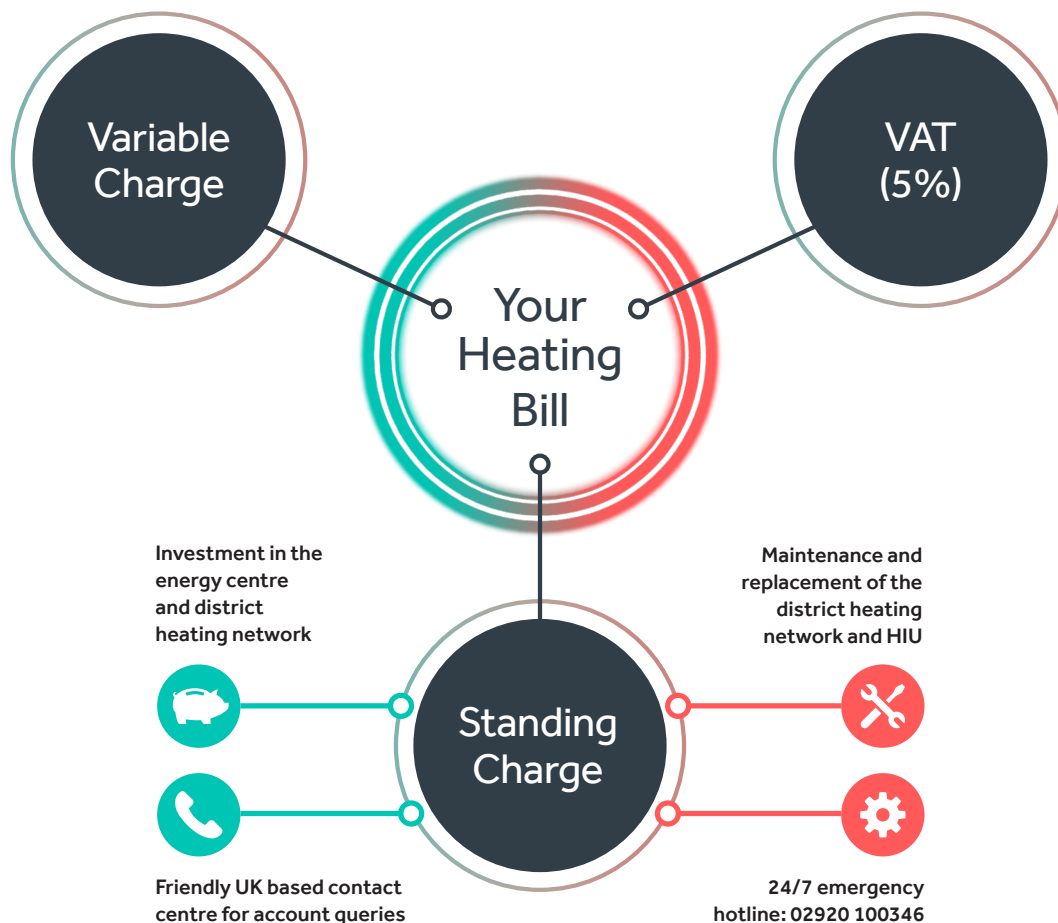
In your home will be a HIU which contains a heat meter. This is a wall-mounted unit normally found inside the utility cupboard. You will normally have a programmer and thermostat mounted on your wall which control the heating and hot water, but are not the responsibility of Metropolitan.

How do I register once I move in?

You can register online 24 hours a day, 7 days a week using our website www.metropolitanlocal.co.uk. You can also call our UK call centre on 02920 100346. We are open 8am to 8pm Monday to Friday and 9am to 1pm on Saturday. We also have a 24/7 emergency phone line.

What can I expect from Metropolitan?

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 our promises over and above what the Heat Trust ask us to do. The Heat Trust is an independent organisation set up to provide consumer protection to customers that live on district heating schemes in the UK.



What will my heating bill be made up of, and what's included?

Your bill will consist of two parts, a variable charge measured in pence per kilowatt hour (p/kWh) which is based on your usage, as well as a standing charge.

How can I pay for my heating and hot water?

The easiest way to pay is by Direct Debit. You can pay by Direct Debit (subject to credit check) in quarterly or monthly intervals. You can also pay by Pay As You Go, where you have to top up your account before using the services. The tariff is the same whether you pay by Direct Debit or by Pay As You Go.

If you have any questions about our supply, please do not hesitate to contact us or visit our website.



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