

Providing a full end-to-end  
district energy service



Leading district energy networks

02

We design, build, fund, own and operate district energy networks and have delivered some of the UK's highest-profile, lowest-carbon new communities.



Metropolitan is the leading independent district energy and multi-utility infrastructure provider - the only company combining all the traditional utility networks and future-proof district energy schemes for new build and regeneration sites nationwide.



## ONE PARTNER FOR ALL YOUR NEEDS

The only partner you need for all your energy and utility assets, Metropolitan provides solutions for:

- District energy
- Electricity
- Fibre-to-the-Home (FTTH)
- Water and wastewater
- Gas

Our customers can select from our comprehensive menu of services to suit their individual needs and objectives.

## SERVICE & PERFORMANCE

Bringing expertise, choice and flexibility to our district energy customers and their residents – performance, reliability and customer service is guaranteed, underpinned by Heat Trust membership for every scheme.



## SCHEMES OF EVERY SCALE

That's why the industry's leading developers, housebuilders, consultants, contractors and the public sector choose our tailored solutions for schemes of every scale – from low-density residential to high-density mixed-use developments.





04

District energy can make a real difference to people and their communities. It reduces total carbon emissions and creates more affordable energy for all.

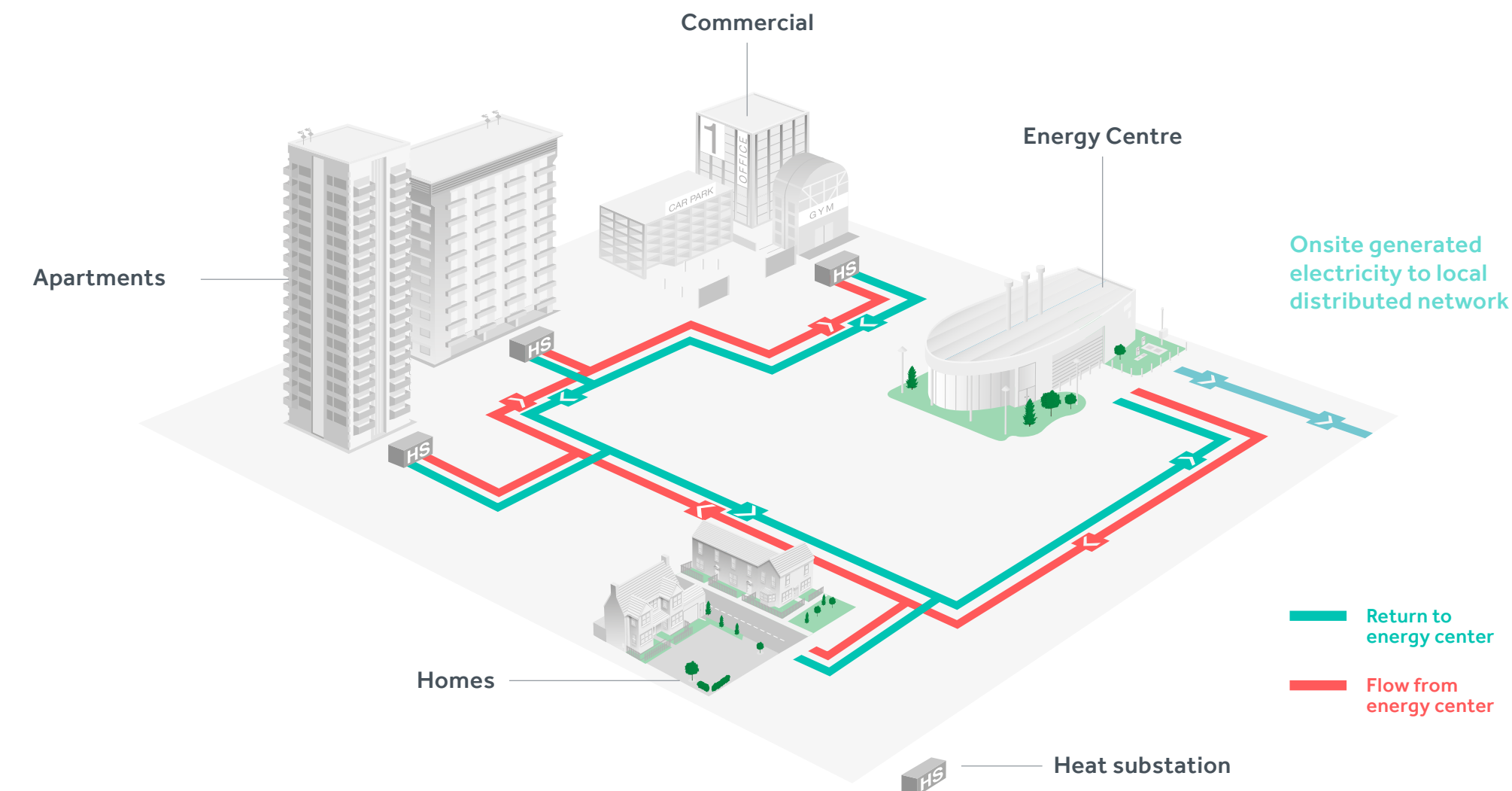
### WHY DISTRICT ENERGY?

District energy networks allow different sources of low-carbon heating such as Combined Heat and Power (CHP), heat pumps, Energy from Waste (EfW) or fuel cells to supply heating through a network of insulated underground pipes to individual properties.

District energy can make a real difference to people and their communities. It reduces total carbon emissions and creates more affordable energy for all.



Every building is served by a hot water distribution network connected to an on-site Energy Centre with a Combined Heat and Power Plant (CHP).



### SCALABLE SOLUTIONS

Our solutions are always scalable and designed to grow and evolve. There is no need for a full capacity energy center from day one. It can be built as the development expands and sized to meet demand.

In addition to district energy we can also install, own and operate electricity, gas, fibre, water and wastewater networks.





06

# Delivering the solution that's right for your development and your investors.



## OFFERING GENUINE CHOICE

Metropolitan offers genuine choice in the delivery of district energy and multi-utility solutions and their long term economic operation. From network adoption to fully constructed and financed options, our investment models provide maximum flexibility. Our customers choose the route that best suits their needs and budgets.

## TAILORED SERVICE AND SOLUTIONS

Every district energy customer has unique requirements and financial objectives. We deliver a tailored service and bespoke solution every time. To facilitate this we appoint a dedicated Metropolitan project manager to oversee all

schemes, end-to-end, from design to connection. Our early involvement brings many benefits, enabling fast identification and navigation of unique challenges by reducing risk and cost for our customers.

## FLEXIBLE INVESTMENT MODELS

We are uniquely placed to provide a comprehensive range of investment models to suit every scheme, timescale and budget, including:

- Adopt and Operate
- Design, Build and Operate
- Design, Build, Finance and Operate
- ESCo Partnering

## ESCO SOLUTIONS AND PARTNERSHIPS

Energy Service Companies (ESCOs) are established to own and operate district energy schemes and take a long-term interest in their running, including the provision of billing and customer services.

This is a commercial operation providing efficient and cost-effective energy to the community. Its business model ultimately creates an efficient, secure and reliable community-based energy solution with reduced energy costs for residents.

Metropolitan offers proven ESCo solutions and partnerships – with a package that provides high-quality customer service to residents.



"We have been working with Metropolitan since 2008 and they are an essential part of the team delivering the infrastructure at King's Cross. They have been flexible and innovative and always willing to work with us when plans change. With their help, we have been able to provide our occupiers with 21st Century infrastructure and deliver our targeted carbon savings of around 50%."

Anthony Peter, Project Director, Argent.



08

We're a trusted provider with a proven track record over 20 years delivering energy infrastructure.

## HEAT TRUST GUARANTEE

The service standards and customer protection requirements of the Heat Trust are a benchmark for each and every Metropolitan network. This voluntary scheme is supported by the UK Government as an industry-led, self-regulatory initiative recognising best practice and endorsed by Which?, Age Concern and The Energy Ombudsman.

Metropolitan was one of the first to register a scheme with the Heat Trust, and as members we commit to abide by the scheme rules and bye-laws which serve to protect and safeguard the interests of all heat customers.

## WHAT'S INCLUDED?

- Support for vulnerable heat customers
- Heat customer service and reporting a fault or emergency
- Heat bill payment arrangements and the management of arrears
- Suspension and resumptions of service processes
- Complaint handling and independent complaint resolution
- Privacy policy and data protection



## TECHNICAL CAPABILITIES

Metropolitan are leaders in the district heating and cooling sector, both in acting as an ESCo and as design and build contractors. We are highly capable in the technical side of designing and running an effective district heating and cooling network and in the delivery of a high quality retail solution. We were involved in the development of the CIBSE Code of Practice, which defines the required energy efficiency standards.



## FIRST CLASS CREDENTIALS

We are part of the country's leading utility family, with over 1.8 million utility connections on over 30,000 development sites. Collectively, our capabilities are unrivaled in the market and we lead the way in low carbon energy and next-generation utility infrastructure.

- Metropolitan can own and operate all the utility networks, providing investment and expertise to lower the upfront installation costs.
- The team at Metropolitan comprises some of the most experienced individuals within the district energy and wider utility infrastructure markets. Together the team has extensive expertise in successfully delivering some of the largest schemes throughout the UK and internationally. The team are also committed to working proactively with government to help steer the way we continue to grow the heat market in the UK, and make it simple for clients to achieve low-carbon, sustainable developments.
- We have a dedicated billing and customer service team with a UK-based call centre attending to the needs of all properties connected to our district energy schemes.
- Alongside energy networks, we deliver other enabling infrastructures, such as electric and fibre networks, allowing householders to choose their service providers.
- A Metropolitan scheme was one of the first in the industry to gain Heat Trust registration, and we are committed to these standards for every heat network we deliver.
- We carry out ongoing checks using Net Promoter Score (NPS), frequently surveying our customers, to help evaluate and drive our standards ever higher.
- We price check our energy tariffs regularly against market prices. This is part of our commitment to fair and transparent charging.



10

We deliver heat and power to one of the largest regeneration projects in the UK - Kings Cross, London.



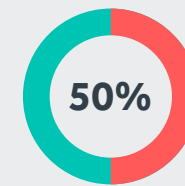
Our district energy network at King's Cross uses a Combined Heat and Power (CHP) plant with natural gas driving the engines, with a plan to install a 1.4MW fuel cell to meet the increased heat demand for future phases.



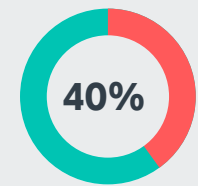
## KINGS CROSS OVERVIEW

Metropolitan is already delivering one of the largest regeneration projects in the UK, at Kings Cross in London. Eventually, there will be 2,000 new homes of which 330 are affordable housing alongside commercial premises, underpinning the creation of over 5,000 jobs in high-value knowledge sectors. Our district energy network at King's Cross uses a Combined Heat and Power (CHP) plant with natural gas driving the engines, with a plan to install a 1.4MW fuel cell to meet the increased heat demand for future phases.

## THE EFFICIENCY STATISTICS SPEAK FOR THEMSELVES:



Estimated carbon savings over traditional solution



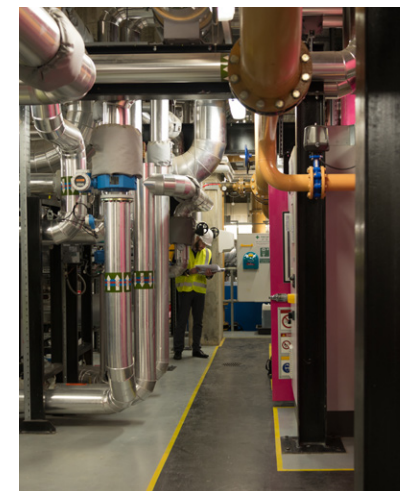
More efficient than traditional cooling systems



Amount of power generated onsite for the development

## FULLY MANAGED ESCO

A fully managed ESCo is part of the solution for the local delivery of de-centralised energy, and this includes providing professional metering and billing services to the householder. The ESCo is a joint venture with Metropolitan and Argent, who maintain a stake in its long-term success and the ongoing interests of the King's Cross residents.





Leading district energy networks



[www.metropolitan-uk.co.uk](http://www.metropolitan-uk.co.uk)