

Welcome to Metropolitan

It's great to have
you on board!





We're glad you're **joining us**

At Metropolitan we're determined to leave gas boilers behind us and look to a cleaner, greener heating future. We want to make **low carbon** heating easy and straightforward for all.

First things first, please get in touch to give us your details and we'll set up your account. Then we can make sure everything is ship shape from the start and that you only pay for what you use.



You'll find us:

- ▶ Online at metropolitanlocal.co.uk
- ▶ Ready to take your call on **02920 100346**



You'll need:

- ▶ Your **full address**, including post code
- ▶ The date you **moved in**
- ▶ To decide how you'd like to **manage your payments**

If you set up an online account with us, you'll be able to manage your personal details, as well as monitoring what you're using and paying online by visiting metropolitanlocal.co.uk



Welcome to cleaner, greener heating

Your home is part of a heat network that's helping to remove gas boilers from our homes and reduce greenhouse gas emissions.

Our community heat hub creates low carbon heat that is delivered to you and your neighbours through a network of highly insulated underground pipes, so that it's ready and waiting for whenever you need it. There's no need for a gas supply or boiler.

Your home will have a heat interface unit (HIU), which controls the transfer of heat from the network into your home and also keeps track of what you're using. It's similar in size to a gas boiler and delivers the heat to your radiators, or underfloor heating, and hot water to your taps, showers and baths. When you've used the heat and hot water, the flow returns to the community heat hub ready to heat up again.



Being part of a **heat network** makes sense



Zero carbon ready

As the electricity grid becomes zero carbon, so will our heat network – there's no need for disruptive changes later on.



Peace of mind

We'll maintain the heat hub and network, up to and including your HIU at no extra cost to you. And, you can rely on us to be there if something goes wrong.



Here to help

We'll be here to help from the day you move in. Our friendly UK based team will always be there when you need them.



Running smoothly

Our reliable supply of heat and hot water is available to you 24/7 – no matter what the weather is doing. The heat hub has back-up boilers and hot water stores ready for every eventuality.



Total control

We know that rising household bills are a huge worry for everyone. You'll always be in control of what you use. Plus, with our clear and simple bills you'll know you're only paying for what you use.



Fair and square

We're proud that all our networks are Heat Trust registered giving you reassurance that we'll always do our best for you.



Getting **the best** from your heat network

You'll find our HIU in your home. We call it 'ours' because we're responsible for making sure it's working safely, efficiently, and reliably.

The HIU looks like a boiler and will control the heat and hot water coming into your home from the network. You'll also have thermostats, programmers or both in your home and these will tell the HIU how much heat to draw from the network.

You'll need to take care of your thermostats and programmers, as they belong to you rather than us.

Every home on our heat network has its own smart heat meter inside the HIU that will automatically send us your meter readings, keeping things super simple for you. You'll also be able to see how much you're using at a glance.

Making sure everything is running smoothly.

There's nothing more important than your safety, that's why we'll service your HIU every 2 years. Checking over the equipment also means we can make sure it's working as efficiently and reliably as it should, so we can meet the standards you expect. We'll always get in touch, before your service is due, to find a convenient time for your appointment.

If the worst happens

If you notice a problem with the system that means you have no heating or hot water throughout your home, just get in touch on **02920 100346** - lines are open 24 hours a day, 7 days a week.

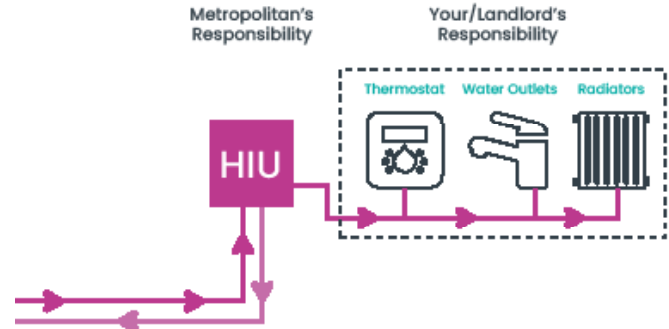
All HIU servicing and repairs are included in our service at no extra cost to you, so there are no hefty bills to worry about.

We know you need to be able to rely on us if something goes wrong. That's why we guarantee a good standard of service – you can check out more detail on our website.

▶ **Call: 02920 100346**

for problems with the **system**

If something isn't right with the equipment inside your home, such as a tap, thermostat or programmer, you'll need to contact your landlord if you're a tenant. If you own or part own your home, the taps, thermostat and programmer are your responsibility.



It's worth noting that you won't be able to change your heating and hot water supplier. The developer of your community chose us to make sure that everyone has reliable heat and hot water - we're in this for the long haul.

Making pricing and payment simple

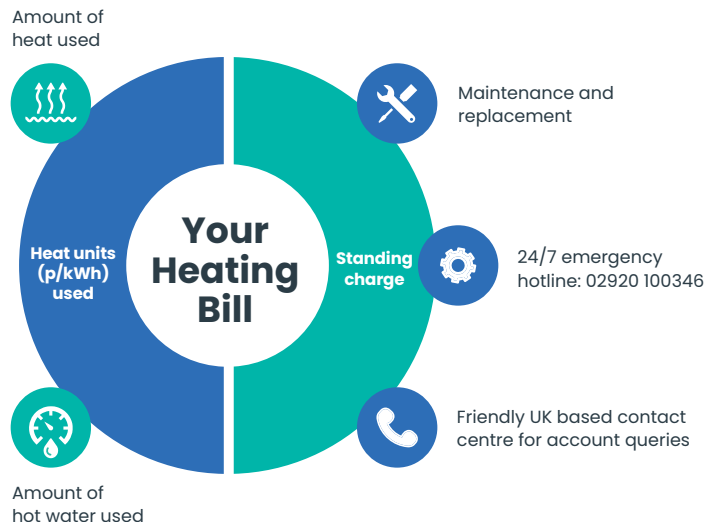
We promise that it won't cost you more to heat a typical home on our network than it would if you owned and maintained your own gas boiler*. To check our promise you can use the Heat Trust Cost Calculator (heattrust.org/heat-cost-comparator).

▶ We use 2 key pieces of information to calculate how much you need to pay

- ▶ The **standing charge** is a fixed daily amount that contributes towards the upkeep and management of the heat hub and network. This means heat and hot water are always available whenever you want to use them.
- ▶ You then pay for the **heat and hot water** you use, which is recorded by your meter and the unit rate (p/kWh) applied.

We will also apply VAT, the tax you have to pay when you buy goods or services, at the **lower rate of 5%**.

It's important to us that our prices are fair and that we're open with you about how they're calculated. We've worked hard to make our bills and statements as clear and simple as we can.



*Based on a 2 bed flat using 2,700 kWh per year

It's your choice

We know that one size doesn't fit all, that's why we offer a number of different ways to pay your bills.

▶ Monthly Fixed Direct Debit

Our simple payment plan means you can pay the same amount each month and **no bills get forgotten**.

With your help, we'll work out how much heat and hot water we think you'll use over the year and split the cost into monthly payments. The money you send us each month will be added to your account and we'll use that to pay for the heat and hot water you use. Any money you build up in your account during the summer will go towards the extra you use in winter. At the end of the year, we want your account balance to be as close as possible to £0 – with no nasty surprises – so, if you want to use more, or less, we can adjust your monthly payment along the way.

We'll send you a statement every 3 months so you can see the status of your account.

▶ Monthly Variable Direct Debit

Our automatic meter readings mean you can choose to pay for what you use each month, although this will mean you're likely to have higher bills in winter and lower ones in the summer. With a Direct Debit you don't have to remember to pay bills, making it super easy for you.

It's your choice

► Pay As You Go

Pay As You Go allows you to pay for your heating and hot water before you use it, which can help with household budgeting and keeping track of how much you're using. You can top up using your online account or by calling us. Depending on where you live, you may also be able to choose a Payzone card.

Our Pay As You Go customers don't pay more. Our prices are the same whichever way you choose to pay.

We'll send you an annual statement each year explaining how much heating and hot water you have used over the last 12 months.

- The World Health Organisation recommend that a room temperature of 18°C is suitable for most healthy adults. 20°C is suggested as the ideal temperature for the old, young or unwell.
- It can take up to an hour to notice a change in temperature when you have underfloor heating. This is because the underfloor heating will need to warm up the floor itself, your floor is like a huge radiator.
- Heat networks work best when you keep your home at a comfortable temperature rather than turning it up and down to extremes.



Moving home?

We give all our new customers a warm welcome and it's never easy saying goodbye. But, wherever your next adventure takes you, we hope to make it as simple as possible for you.

▶ Hello

Get in touch as soon as you move in and

- ▶ We'll get everything up and running for you
- ▶ We'll do our best to set up your account with actual meter readings

▶ Goodbye

Let us know that you're moving out and

- ▶ We'll agree with you how we'll get a final meter reading
- ▶ We'll read your meter on the day of your move, as long as you give us at least 2 working days' notice
- ▶ We'll send you your final bill within 5 working days of your move date
- ▶ We'll support you with when and how you'll pay your final bill





Help with paying your bills

We understand that it can be difficult to find the money to pay for heating your home. If you think you'll find it difficult to pay for your heating, please get in touch and we can help you make a plan to manage your payments.

Please call us on 02920 100346 as soon as possible – we can't help if you don't let us know.

We promise:

- ▶ We'll do all we can to help
- ▶ We'll work with you to agree a plan
- ▶ We'll give you details of places you can get independent advice and support

Please remember that while we'll do all we can to help, you do still need to pay for the service you use. If you have an outstanding balance, we will send reminders and, if you don't get in touch, we may take steps to recover the money you owe.

Support when you **need it**

Every so often we all need some extra support and we want to be able to help you in the best way possible. That's why we ask you to let us know if you or anyone in your home needs a little extra help, perhaps because of their age, health or a disability, or if they're going through a difficult time in their lives. It doesn't matter whether it's a temporary or a permanent situation.

▶ A little extra

We know that everybody's needs are different that's why we offer a range of services to support our customers who need it.

- ▶ We won't call at your home without proof of who we are, and we can set up a password to make sure you know who's at your door
- ▶ We'll send you large print bills or braille bills, if you need them
- ▶ We'll provide a bill reading service, if that's helpful
- ▶ We'll make sure you have alternative ways to heat your home if your heat goes off for over 12 hours
- ▶ We'll never suspend your heating and hot water during the colder months (October to March)
- ▶ We'll read your meter within five working days, if you're finding it tricky and would like our help
- ▶ We'll arrange for someone you choose to help you manage your account

Just let us know what extra help you need by calling **02920 100346** or by updating your online account.





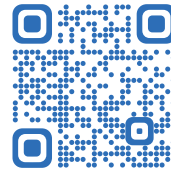
Staying in touch

We know there'll be times when you need to get in touch, and we want to make that as easy as possible. You can choose the way that works best for you

- ▶ **By telephone** 02920 100346
- ▶ Send us a **contact form** at metropolitan-uk.co.uk/contact-us
- ▶ **By letter** at Metropolitan, Driscoll 2, Ellen Street, Cardiff, CF10 4BP

Our team are here Monday to Friday 8am–8pm, Saturday 9am to 1pm. You can use the same number 24/7 for emergencies. We'll always get back to you as quickly as possible.

**Scan to
get in touch**



If we get it **wrong**

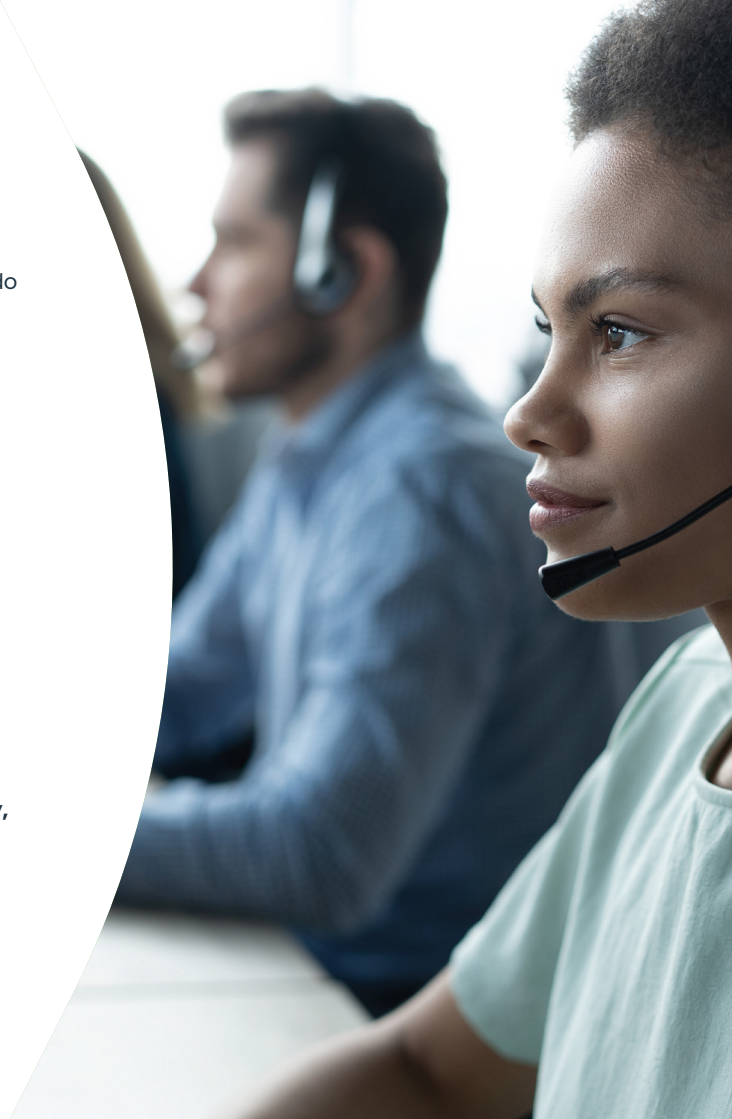
We know it can be frustrating and disappointing if our service isn't as good as it should be. We always try to do our best for you, but if things do go wrong, it's important that you let us know so that we can put it right quickly and smoothly.

If you're unhappy with our service, we promise:

- ▶ We'll respond to you within 10 working days
- ▶ If you're unhappy with our billing, we'll pause any steps we were taking to recover an outstanding balance
- ▶ We offer a variety of ways to get in touch
- ▶ If English isn't your first language, we'll look for options to help the communication between us
- ▶ We'll use any feedback to try and improve our service

If you're not satisfied with how we've dealt with your complaint you can contact the Ombudsman Service, a free and independent agency, who can help:

- ▶ Telephone **0330 4401624**
- ▶ Textphone **0330 4401600**
- ▶ Website **[ombudsman-services.org](https://www.ombudsman-services.org)**
- ▶ Write to them **Ombudsman Services PO Box 966 Warrington WA4 9DF**





Making **low carbon** heating
easy and straightforward
for all



Heating and hot water emergencies

Metropolitan: 02920 100346

Lines open 24 hours a day, 7 days a week