

**POWER ON**

All utilities. One provider.

# Your Zero-Carbon Heat Partner

## Solutions to Meet the Future Homes Standard and Achieve Net-Zero



POWER ON 

# Welcome to the era of decarbonised new homes

The Future Homes Standard has set in motion a transformative journey, calling for an immediate 31% reduction in carbon emissions. By 2025, gas usage for heating new homes will end, ahead of a net-zero commitment by 2050.

This ambitious agenda poses a significant and immediate challenge for UK developers. With electricity now the primary energy source, Power On leads the charge with a zero-carbon-ready heat solution that is tried and tested. We're already delivering centralised low-carbon heat to new urban communities, facilitating the smooth transition from gas-fired heating to zero-carbon alternatives.



Heat networks using heat pumps powered by clean, cheaper renewable energy generated here in the UK are cutting emissions and helping us take charge of our energy security. Low-carbon heat networks can help households and businesses move away from expensive fossil fuels. Systems like this will accelerate the rollout of the technologies we need to achieve this.

**Lord Callanan, Business and Energy Minister**



# We're your zero-carbon-ready heat partner

Power On is part of BUUK, the leading last-mile multi-utility network group in the UK, with over 2,000 dedicated individuals and networks serving over 2 million homes. With regulated asset-owning companies within the group, we are ideally placed to meet all the needs of the developer and end users.

For more than two decades, developers have relied on Power On to deliver comprehensive and complex multi-utility infrastructure. We specialise in designing, delivering, connecting, and adopting networks throughout the UK, and we excel in providing solutions that are both effective and efficient.

Zero-carbon-ready energy centres and heat networks are already part of our proven provision, making us the perfect partner on your journey to a greener, more sustainable future for heat.

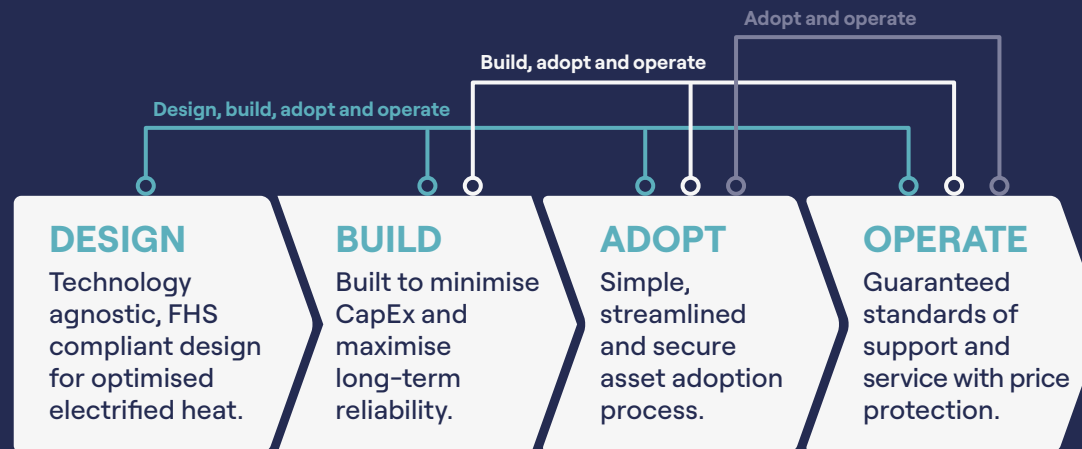
### Optimised for electrified heat

With our extensive experience in the electricity industry comes our unique position to design and deliver an energy system that is fully optimised for electrified heat.

Our solution minimises the required electrical capacity, which for developers means faster connections and substantial time and cost savings. As for end users, our approach minimises the build, operation, and plant replacement costs, for a greener and more cost-effective heating solution.

## End-to-End Low Carbon Heat

Power On offers an end-to-end service covering every stage of your project. Whether it's designing and constructing the network, facilitating its adoption, or ensuring seamless ongoing operation, we can help at any stage of the journey.



The sooner we get involved, the more advantageous it will be. By reducing the electrical capacity requirement, we ensure a flexible, robust, and optimised design is at the core of decisions from day one.

POWER ON

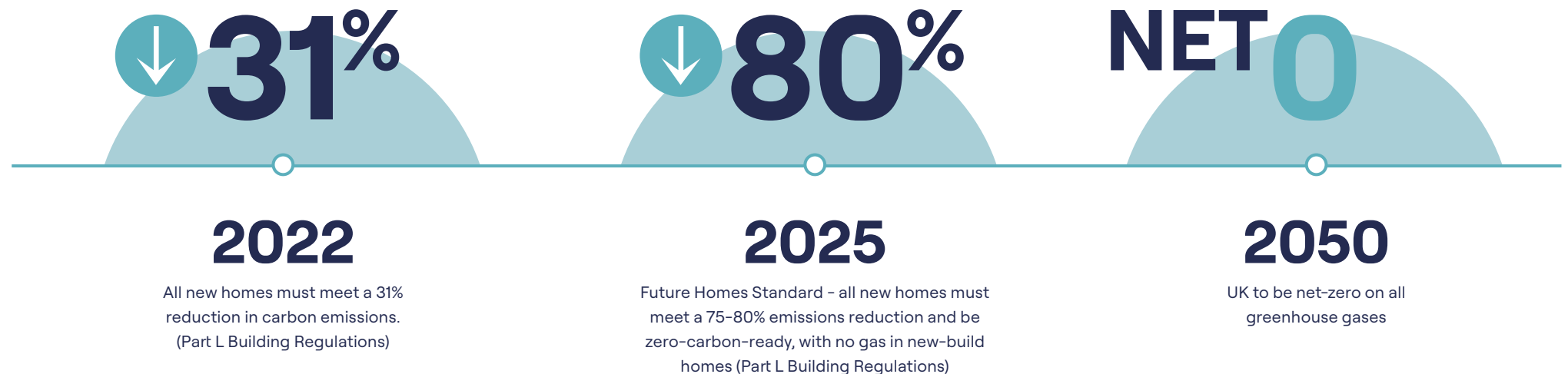
# The road to net-zero

Leaving fossil fuels behind and achieving net-zero is a top priority for UK developers, with Building Regulations driving the transition.

Power On has been actively involved in consultations with government and industry task forces to ensure that we are leading the way in developing the best solutions for zero-carbon-ready energy. Our contribution was instrumental in the establishment of the Heat Trust.

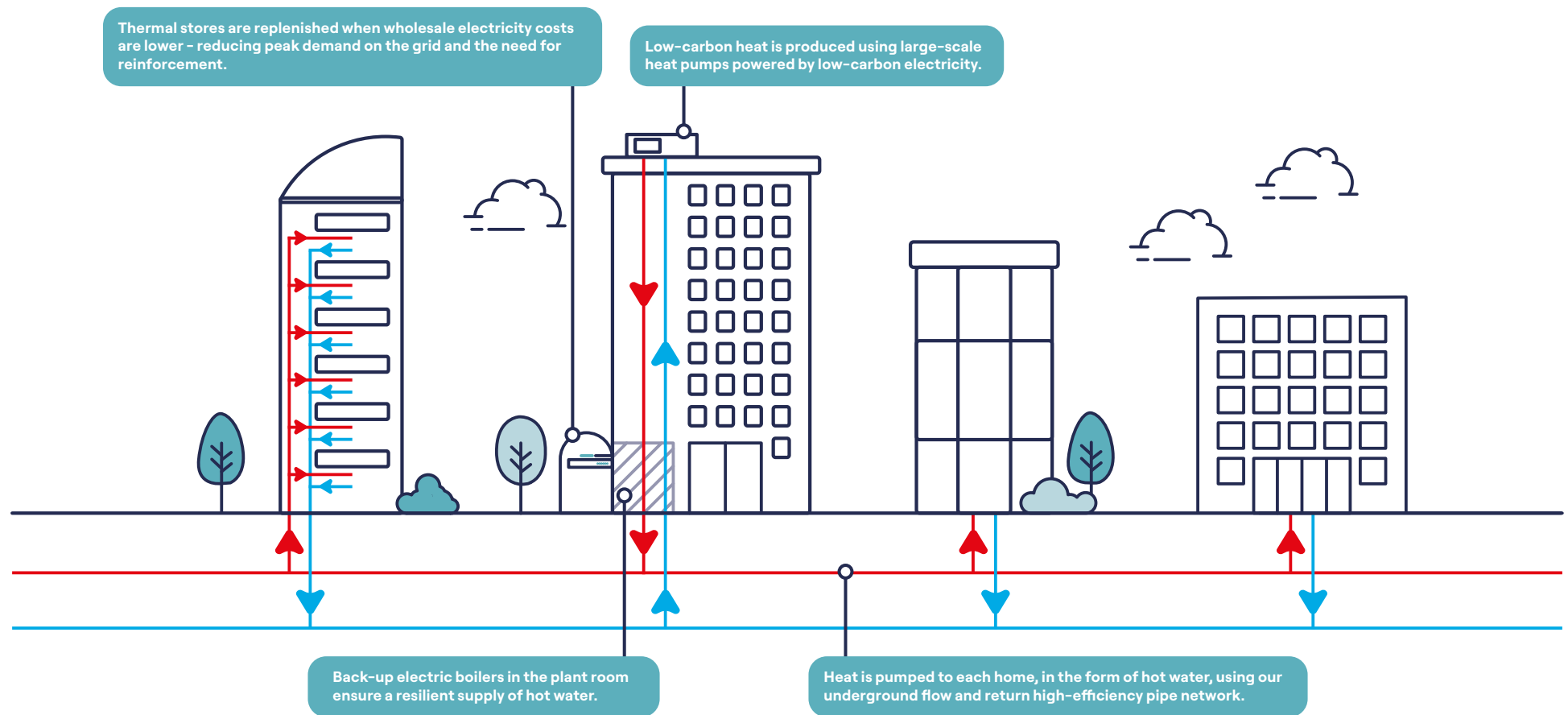
We have strongly advocated heat regulation with the government and remain actively engaged in proof-of-concept schemes to propel the industry forward.

**We are designing, building and adopting schemes right now that are Future Homes Standard-compliant, zero-carbon-ready and heat regulation aligned. We're ready to help you meet the challenges ahead as you develop new sustainable communities.**



# Low-carbon energy networks explained

Minimising electrical capacity requirements means faster connections for developers and lower-cost heat for end users.



# What our UK developer customers say:



“The exceptional level of service offered by the BUUK group to all working and living in Wembley Park, mirrors that of our in-house Quintain Living team. After a competitive tender process, we chose BUUK because their team listened and understood what we needed and worked tirelessly to deliver to our brief.”

**James Saunders, Chief Executive, Quintain**



“BUUK’s expertise across all the utilities meant that we were able to work with them as a one-stop shop for the utility networks for GMV, saving valuable time and costs. The decision to work with them on the provision of the district heating network for the development meant that we were able to meet the carbon reduction target set by planning, whilst delivering affordable, reliable heating to our residents.”

**Chris Genner, GMV Project Director, Taylor Wimpey Central London**



“Postmark is one of the most unique, central London developments where the energetic, eclectic East meets the traditional, prestigious West. We are delighted to be working with BUUK, whose early involvement has helped reduce costs and eliminate risks in the key aspect of the district energy. We look forward to working with BUUK to welcome residents and commercial occupants.”

**Robert Crombie, Projects Director, Taylor Wimpey Central**



“We are delighted to be working with BUUK on the St. Andrew’s Park development, as we are committed to improve the sustainability and efficiency of our projects. BUUK has a very strong track record in implementing district energy networks that deliver both carbon emission savings and lower fuel bills for residents.”

**Phil Robins, Head of Major Projects, St. Modwen**



“Reaching contract signature within a few months of selecting the preferred bidder, following a comprehensive procurement process, demonstrates the strength of the working relationships on both sides and bodes well for the collaboration required for the design, delivery and operation of current and future phases at Hallsville Quarter, to the satisfaction of all its stakeholders.”

**Axel Boutrolle, UK Group Asset Management Director, Linkcity**



“We have been working with BUUK since 2008 and they are an essential part of the team delivering the infrastructure at King’s Cross Central. They have been flexible, innovative, and always willing to work with us when plans have changed. With their help, we have been able to provide our occupiers with 21st-century infrastructure and deliver our targeted carbon savings of around 60%.”

**Anthony Peter, Project Director, Argent**

# Exceeding standards from day one

Our low-carbon energy networks not only provide immediate carbon savings surpassing the Future Homes Standard but will transition to net-zero without the need for further works or disruption and offering a future-proof solution for UK development.



## Low Carbon

Our heat networks will achieve 75-80% carbon savings from day one – ahead of the 2025 deadline for Future Home Standards.

## Zero-Carbon-Ready

As the electricity grid becomes zero-carbon, so will our heat network. There is no need for retrofitting, bolt-on technologies or adaptations.

## Future-Proof

Ours is a long-term, sustainable solution. As technologies advance, we can add them to the network. This could include a seamless transition to hydrogen boilers in the energy centre.

## Bespoke Design

Our low-carbon energy heat solutions can be individually designed to meet planning preferences or specific site requirements.

## Tried and Tested

Our solutions are tried and tested on all fronts, offering customers fair and regulated prices, with lower build costs for developers.

## Cost-Effective

No public funding, loans or grants are needed.



# Taking care of homeowners

As well as meeting the needs of the UK's leading housebuilders and developers, we also look after the people living in the homes and working in the businesses they build.

Power On designs and constructs the heat network and our asset-owning sister company, Metropolitan adopts it - taking care of its operational and maintenance needs, along with all the service needs of the end users. These are the new communities connected to our networks, and they are supported 24/7 by a company they can trust to keep them energised, connected, and comfortable.

## **Ready for regulation**

We have a longstanding history of meeting and surpassing regulatory requirements in the energy sector. With the implementation of Heat Licensing by Ofgem in 2024, Power On and our group's regulated asset-owning companies are at the forefront of ensuring customer protection and pricing security, surpassing the standards set by the Heat Trust. Developers can place even greater trust in our unwavering dedication to safety, compliance, and outstanding customer service, built upon decades of experience.



# Putting customers first

You can be sure that with Metropolitan leading the way, your customers will be looked after on their journey to low-carbon heat.



## Keep it clean

The heat pumps in our community heat hubs will create less CO2 than conventional heating systems, delivering 75-80% carbon savings from the day they start running.



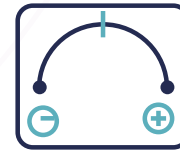
## Running smoothly

We guarantee our supply of heat and hot water 24/7/365 – no matter what the weather is doing. The community heat hub has back-up boilers and hot water stores ready for every eventuality



## Peace of mind

We'll take care of everything. We'll service and maintain the whole heat system at no extra cost to our customers. And, of course, customers can rely on us to sort out any problems quickly. Plus we'll service each Heat Interface Unit (HIU) and meter every two years, free of charge



## Total control

Our customers will always be in control of what they use with our smart metering and HIU (Heat Interface Unit). We strive to always provide accurate heating bills that are based on actual readings, rather than estimates. Our technology enables us to read our heat meters without needing to visit – keeping things super simple for our customers



## Fair and square

It's important to us that our customers know they are treated fairly when it comes to pricing and service.

### Our customers can expect:

- Excellent customer service standards, delivered by our UK based team
- Reassurance that if things go wrong they will be dealt with quickly and fairly. They can also be passed to an independent complaint handling service
- We'll always listen to their feedback and look for ways to improve our service



## Customers at the heart

We know customers rely on us. That's why we guarantee minimum standards of service. Until our heat networks become regulated by Ofgem in 2024, they remain registered with Heat Trust and aligned with their standards.

**Our UK based team will always be there when customers need them and provide exceptional service.**

# Life in a low-carbon community



## Clean and reliable

Our solution uses modern technologies to produce clean, safe, and reliable heat. We guarantee our heat and hot water supply 24/7/365 – even in the coldest and most severe weather. The community heat hub has backup boilers and thermal stores ready for every eventuality.



## Homeowner protection

The UK Government will regulate heat networks from 2024, ensuring customers are treated fairly and providing protection on the price they pay for their heat and the level of service they receive. In the meantime, all our networks are Heat Trust registered.



## Peace of mind

We provide a worry-free service for our customers. There are no additional costs for breakdown, maintenance or replacement parts, as the whole heat system is included in the price of the service.



## Smart metering

Our customers are in control of what they use, with a hassle-free, guaranteed supply of low-carbon heat and hot water. Plus, they'll be ready for the grid of the future and the smart technologies monitoring, controlling and optimising low-carbon energy in the home.



## Customer care

We'll always be there where needed. Our UK-based team provides exceptional service for all our customers.



## Zero-carbon living

Heat networks help to reduce carbon emissions by removing the need for individual gas boilers and providing locally sourced heating and hot water.

Homes on our networks will be zero-carbon-ready, reassuring our customers that they can transition to zero-carbon heating without further work in their homes.

# What our heat network customers say:

**“The website is user-friendly and I find it easy to manage my account online”**

**“I found the customer services team very helpful. I would absolutely recommend them based on the service received”**

**“Very happy with the overall customer service and the management of my account”**

**“All of my issues were resolved within that one phone call – I was very impressed with the service”**

**“Contacting Metropolitan is really easy – they offer lots of ways to get in touch”**

**“Any queries I’ve raised, have always been resolved quickly and efficiently”**

# POWER ON

Want to talk about zero-carbon-ready heat and how we can deliver the solution for you and your customers?

We're ready!

## Contact us



03453 223322



[enquiries@poweron-uk.co.uk](mailto:enquiries@poweron-uk.co.uk)



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