



#### PROJECT SUMMARY:



**CLIENT**  
MUSE

**PROJECT**  
Manor Road Quarter  
Phase 1

**TIMESCALE:**  
January 2025 - Ongoing

## AN INTRODUCTION

Manor Road Quarter Phase 1 is home to 355 residents and is a state-of-the-art development that benefits from both our operation and maintenance (O&M) and metering and billing (M&B) services. This cohesive approach provides residents with the best customer experience. From ensuring the system is both reliable and efficient through our dedicated O&M team to the accurate metering and billing of consumption, our customer support team ensures residents receive first-class service.

With over two generations of

experience in maintaining and operating heat networks, we have one of the most knowledgeable teams of engineers in the industry who can take care of every aspect of a project. For the Manor Road Quarter Phase 1 project, our experience means we can manage the ambient loop system, air source heat pumps, and the essential in-home heating systems that provide heating and hot water.

We can act as a single point of contact for the client and provide a comprehensive package that delivers both customer and client satisfaction.

## OUR SOLUTION

We are delivering a fully managed, end-to-end energy solution at Manor Road Quarter, overseeing the 5th-generation ambient loop heating network, including air source heat pumps (ASHPs) and VRF systems, with both proactive and reactive maintenance to ensure optimal performance across the system. We

provide transparent monthly reporting, robust disaster recovery planning, and efficient metering and billing services supported by a dedicated customer service team. This turnkey approach integrates design, construction, and asset management to meet all operational requirements and promote a great customer experience.

#### THE BENEFITS:

- > A cohesive approach to energy management with CEM contract, encompassing O&M, M&B and customer service.
- > Operating and maintaining air source heat pumps (ASHPs) and VRF systems.
- > 355 residents supported with M&B services.

“ We have found genuine benefits to having a single company provide both operations and maintenance and metering and billing services. Vital Energi clearly have a deep understanding of every aspect of the system and therefore provide a joined up, strategic approach to ensuring everything works smoothly. Additionally, having one organisation streamlines communication, speeds up resolutions and results in the ultimate goal of an outstanding customer experience. ”

EMMA COOMBER, ESTATES DIRECTOR, MUSE

## THE SOLUTION

### MAINTAINING AN EFFICIENT ENERGY SOLUTION

We have complete responsibility for operating and maintaining the 5th-generation heating network at the development. The system incorporates an efficient ambient loop technology which serves several buildings and users. The central plant features air source heat pumps (ASHPs), which offer heat to the distribution system or discharge the heat if the cooling demands are sufficiently high.

Homes on Manor Road Quarter are supplied with underfloor heating and domestic hot water through water-to-water heat pumps, which are maintained by Vital Energi and draw heat from the main system. Moreover, we also undertake maintenance for the VRF (Variable Refrigerant Flow) system in Block A, which includes the VRF unit and Fan Coil Units.

### KEEPING THE CLIENT INFORMED ABOUT PERFORMANCE

Throughout the agreement, we are committed to providing comprehensive monthly operational reports, encompassing system functionality, maintenance tasks, and client service metrics. This enables us to compare the Manor Road Quarter Phase 1 scheme with leading industry practices to benchmark performance and identify areas for enhancement.

### AN END-TO-END SOLUTION

Our team of skilled technicians is responsible for managing the entire energy system, from the energy centre to the in-home equipment, such as metering devices and heat pumps. Regularly scheduled maintenance checks are carried out to ensure all components are functioning at optimal levels.

In addition to this, our staff is fully trained to provide reactive maintenance, responding quickly to address any issues that occur and maintaining maximum performance. As part of this strategy, we have prepared an inventory of critical spare parts to minimise equipment downtime and facilitate efficient repairs on the first attempt.

### PREPARING FOR EVERY EVENTUALITY

During the initial mobilisation phase, we developed a Disaster Recovery Plan, adhering to the standards established by the CIBSE Code of Practice. This plan outlines the necessary chain of command and communication processes in case of a major incident.

### METERING, BILLING, AND CUSTOMER SERVICES

We take pride in delivering a comprehensive service to the 355 residents, which has transparency at its core. Our metering and billing services are designed to be both accurate and accessible,

providing the customer with the information they need in an easily understandable format.

All of this is supported by an extensive team of customer service experts who can handle everything from credit billing and debt management to the establishment and final billing of customer accounts.

### SUPPORT FOR YOUR CUSTOMERS

We operate a customer service centre to ensure the customers at Manor Road enjoy the best possible experience. This operates during normal working hours for general support and 24/7 for emergency assistance.

Each of our operatives has had extensive training on the system installed and can help with everything from general technical questions to scheduling maintenance, bringing a human touch to a cutting-edge technical solution.

### A TURNKEY SOLUTION ACROSS MULTIPLE SERVICES

Drawing on our wide-ranging expertise in construction, design, energy, and asset management, we're able to offer a turnkey solution, meeting all of our clients' operational, maintenance, and metering and billing needs.