



PROJECT SUMMARY:

Vistry Group

EXECUTIVE SUMMARY

Vital Energi has entered a 25-year Energy Services Company (ESCO) contract with Vistry Group for Hepworth Place, a new housing development in Walthamstow, London. This partnership aims to provide sustainable, cost-effective energy solutions to 433 homes, including 50% affordable housing in collaboration with One Housing

Group. We will deploy a renewable district heating system, air source heat pumps (ASHPs), and will ensure residents are fully supported through the dedicated consumer-platform, Vital Community Energi.

PROJECT OVERVIEW

The Hepworth Place development, located within the historic Walthamstow Town Hall and Fellowship Square area, is a significant addition to London's sustainable housing landscape, focusing on affordability and environmental stewardship.

The primary requirement for Vistry Group at Hepworth Place was the need for a sustainable, efficient, and cost-effective energy solution for the new residential development. The challenge was to design and build an energy centre that not only met current environmental standards but also provided reliability for future demands. Vistry Group sought the services of an established and competent ESCo to adopt the full network and manage the risks associated with operating a heat network, deliver a positive customer experience and provide a complete solution for reducing carbon emissions, customer support and providing affordable heating at the development.

Vistry Group selected Vital Energi over other competitors primarily due to our proven track record in delivering sustainable energy solutions and a great customer

experience for residents. We offered added value through:

- The design and implementation of an energy centre tailored to the specific needs and layout of the development.
- The development of an affordable tariff structure, ensuring parity for customers compared to alternative heating solutions, for the duration of the contract.
- Being an experienced heat network operator, delivering services in line with Heat Trust Scheme Rules.
- Providing innovative technologies such as the vTherm[®] e heat interface unit (HIU) which has a proven performance on lower temperature networks and is heat pump compatible.
- A customer focused service delivered through our ESCo consumer brand Vital Community Energi, where residents can access enhanced customer support and information through a dedicated website, multiple communication channels and our expert customer service team.

CLIENT

Vistry Group

PROJECT

Hepworth Place

THE BENEFITS:

- > 25-year Energy Services Company (ESCO) contract
- > Cost effective energy solution for 433 homes.
- > Renewable energy from air source heat pumps.
- > Innovative vTherm[®] e heat interface unit (HIU) and Glass App provides visibility over energy usage.
- > Vital Community Energi - a great experience for customers.



“Vital Energi is a long-established and trusted partner, so we are very pleased to have appointed them as the energy provider for the future residents of Hepworth Place, delivering a long-term, sustainable energy solution for the 433 mixed-tenure homes being created in Walthamstow. By providing a diverse range of mixed-tenure housing that meets the community’s needs, alongside a cost-effective solution energy solution, we are addressing the pressing demand for high-quality sustainable homes in the area.”

KEVIN DELVE, MANAGING DIRECTOR OF VISTRY LONDON EAST

SOLUTIONS

Our approach, at Hepworth Place, incorporates innovative energy solutions and resident-focused services to enhance sustainability and comfort for the community.

RENEWABLE ENERGY TECHNOLOGIES DEPLOYED

The district heating system at Hepworth Place uses ASHPs and vTherm[®]e heat interface units (HIUs) to efficiently deliver heating and hot water to residents. ASHPs absorb ambient heat and use vapour-compression technology to transfer it into the insulated pipework of the district heating network. The BESA-tested vTherm[®]e HIUs ensure efficient heat transfer from the network into the homes, making it an ideal solution for the diverse energy demands of this mixed-use development, as well as minimising any environmental impact.

PUTTING RESIDENTS IN CONTROL WITH THE GLASS APP

The Glass app gives residents at Hepworth Place real-time visibility over their energy consumption and payments. By tracking their energy usage, residents are able to make informed decisions about their

consumption, pay their energy bill and contact our expert customer service team. The app’s user-friendly interface means that residents can stay in control of their energy wherever they are, whenever they need it.

RESIDENT-FOCUSED PLATFORM: VITAL COMMUNITY ENERGI

Our resident-focused approach is reflected in our dedicated consumer brand, Vital Community Energi, which is designed to support the needs of Hepworth Place residents over the contract’s 25-year duration. We offer residents a dedicated tailored website with multiple communication channels, providing quick and easy access to essential information about their energy services, troubleshooting guides, and energy-saving tips. We also provide specialised support for customers in vulnerable situations, ensuring that all residents can access energy services with confidence and ease. This includes the Priority Services Register, which provides assistance to those in need.

GUARANTEED SERVICE STANDARDS AND SUPPORT: HEAT TRUST REGISTRATION

The solution at Hepworth Place was developed in alignment with Heat Trust Scheme Rules, with transparent tariffs, fair treatment of residents, and

an independent dispute resolution mechanism. When registered, customers will enjoy a service standard comparable to those in the traditional gas and electricity sectors, giving them peace of mind and trust in the long-term reliability of their energy services.

CONCLUSION

The 25-year ESCo contract between Vital Energi and Vistry Group at Hepworth Place is setting a benchmark for sustainable, community-centred energy solutions. By integrating renewable ASHP technology, customer-focused communications and the Glass app, and aligning to the Heat Trust Scheme Rules, we are enhancing the resident experience while contributing to the broader goals of environmental sustainability and social responsibility. This illustrates the potential of long-term partnerships to drive positive change, setting the foundation for a sustainable future where energy efficiency and customer satisfaction become the standard.