



telfordhomes

A TRAMMELL CROW COMPANY DEVELOPER

ESCo Manager at The Lock, Greenford Quay

Designed to support sustainable urban living, this waterside development made for the perfect setting to pilot a smarter, more flexible approach to heat network management.

 **Telford Homes**

 **278 (2 commercial)**

 **Ealing, London**

 **ESCo Manager**

THE CHALLENGE

Limited operational options

Most property managers didn't sign up to be heat suppliers. Yet, as heat networks become standard in new developments, they're left with a complex responsibility and very few effective options to manage it.



Traditionally developers and managing agents have faced a limited choice of:

- Committing to a long-term Energy Services Company (ESCo) contract, losing flexibility and control, or
- Manage everything in-house, taking on significant technical, financial, and operational risk.

Neither route fits neatly with their core priorities of managing heat networks efficiently and keeping residents warm and happy.

Telford Homes wanted a smarter alternative that would deliver the same reliability and service standards as an ESCo model, but without the long-term lock-in or loss of oversight.

OUR APPROACH

The pilot that shaped ESCo Manager

When the usual options don't cut it, it's time to rethink the model. That's exactly what Telford Homes did when they teamed up with Insite Energy to pilot ESCo Manager, a smarter, more flexible way to manage heat networks.

ESCo Manager is a full-service model that brings all the moving parts under one roof. So instead of Telford Homes juggling suppliers or chasing faults, Insite Energy oversees planned maintenance, metering & billing, customer support, and financial performance.

“Insite's ESCo Manager service means that we can centralise the administration and management of a large and complex communal heating system. [...] It also enables us to ensure a high quality of service for our residents while keeping everyone's costs down. We've been working with Insite for a number of years, so we know we can rely on them to do a good job.”

Anthony Atkinson
Estates & Customer Service Director, Telford Homes

ESCo Manager is delivered through a short-term, fixed-fee contract, giving property managers the support they need, without the long-term lock-in.

What's included

- 🔧 OPERATIONS
- 📅 CONTRACT MANAGEMENT
- 🏠 FINANCIAL OVERSIGHT
- 📊 REPORTING & COMPLIANCE

OUR SOLUTION

The ESCo Manager effect

With one expert team handling everything, Telford Homes' heat network saw real improvements in performance, cost control, and resident experience.



Why it worked for Telford Homes

ESCo Manager brought tangible improvements to The Lock's heat network. Operational issues were proactively addressed, reducing emergency callouts and improving system efficiency. Financial transparency was enhanced through monthly reviews and annual reporting, giving both residents and developers clear oversight.

90%

of heat network assets serviced

<1%

of heat meters disconnected

10%

reduction in heat losses over two years

Why it worked for their residents

Residents benefitted from faster issue resolution, accurate billing via smart meters, and a single point of contact, making their experience smoother and more reliable. The 4p/kWh tariff reduction for 2025 further underscored the service's commitment to affordability and fairness.