FAQ

Public utilities/ municipality / partner / press

- What is the idea/vision?
  - To make use of unused space in the city and to be the first circular green data centre provider in Germany
- What customer problems are we solving? Why now?
  - Supply (MPU) and use (citizens, institutions and enterprises) of sustainable local heat and district heating.
  - Reduction of CO_2 emissions.
  - Use of urban heat waste.
  - Use of unattractive urban open spaces (bunkers, shafts, basements).
  - Provide sustainable, secure and local data storage.
- How do we know what the customer needs?
  - CO_2 emissions must decrease (Paris Agreement & costs)
  - The City of Munich wants to become climate neutral and for heating there are hardly any solutions besides geothermal energy (expensive, expansion takes time!).
  - Digitalisation and the need for storage is increasing, data security must be guaranteed, the city has sovereignty over the location and data security.
- Why should customers decide for this product/services? How is this better than what already exists?
  - Addressing the impacts of climate change is becoming more and more relevant. For our customers it is important that resources are obtained in a sustainable way. More than ever, customers are requesting to use electricity coming from renewable energies. In addition, we are expecting upcoming changes to the legislation enforcing companies to opt for CO_2-free services and products. With M/Computing, we can offer computing power and storage with green energy that is as environmentally friendly as possible.
- How does this support our goals?
  - Our goal is to provide basic resources like water, gas, electricity etc. to our citizens. Computing power and storage is growing in demand and it is becoming an essential resource to be used by our citizens. We therefore include M/Computing into our services portfolio.
- Why us? How does this leverage our flywheel?
  - The MPU is already providing gas, internet, electricity and district heating. This infrastructure makes it possible to integrate it in the business strategy.
- What other options did we consider or reject?
  - We also considered the localisation of big data centres outside the city. There, a use of the waste heat for district heating would have been possible, too, but more infrastructure would have been necessary for the installation.
- How does this impact the current system of heat supply in Munich?

- o The City of Munich can now feed server waste heat into the current heating network in addition to geothermal and fossil energy. This means that fewer fossil fuels are used and thus CO_2 emissions can be reduced by the provided heat.
- What is our benefit in providing M/Computing additionally to our other services?
  - o Data centres use a lot of electricity and generate a lot of heat waste. Because we also provide electricity and we have district heating, adding M/Computing to our portfolio gives us a competitive advantage.
- What happens to the waste heat in summer?
  - o In summer, the waste heat can be fed into the district heating to provide heat for domestic hot water. If there is more heat available than used, it will be stored in a seasonal water storage underground for the winter.

Real estate owners

- What happens when I don't want to use my free space for servers anymore?
  - o The usage of your space is bound to the specific contract. The terms of the contact do apply. You can cancel your subscription according to those terms and we will then remove the servers from your space.
- Can I participate if I have unused spaces for a limited amount of time?
  - o The minimum time for renting out your unused space to us is 3 years.
- What characteristics does my space need to have to be eligible for installing M/Computing servers?
  - o Please see our minimum space requirements sheet.

Users who want to use M/Computing (citizens)

- How does M/Computing work?
  - o The MPU uses previously unused space in its own buildings for servers. In addition, unused spaces such as basements in other properties are purchased. These are also used as server rooms. The waste heat generated by the servers is fed into Munich's district heating network. In addition, we provide the computing power of the server rooms in the form of the M/Computing Cloud Service.
- How do I get started?
  - o Just fill out our contract document with your requested packaging in our ordering platform HERE. We will need 14 days processing time to set up everything and then you are able to fully enjoy our offering.
- Why should I use SWM M/Computing?
  - o With us you are using the offer of a local, green and energy efficient service provider for the same costs as other providers. With your usage you help us to further decrease the global CO_2 emission and to increase the sustainable footprint of the of Munich.
- How is it different from a competitive or similar service?
  - o Our service is 100% climate neutral while contributing to the reduction of surface sealing and staying at the level of quality as our competitors.
- How much does it cost?

- The costs are similar to any of the current providers that are available on the market.
- What type of support can I expect to receive?
  - For any questions, our telephone and online help desk is available on our working hours from 8-18h/5 days a week. For emergency cases after working hours and on weekends we are offering a service team for a minimal charge.
- What if I change my mind and no longer want to use M/Computing?
  - You are always able to quit your contract with a 4-weeks note.
- How does MPU/M/Computing ensure the security of my data?
  - All data is secured following high security standards and with redundancy to avoid loss of data in case of unexpected incidents.
- Which locations/areas are suitable for an installation of M/Computing infrastructure?
  - Have a look at our M/Computing Data Centre Info sheet.
- Do data centres generate noise emissions?
  - Have a look at our M/Computing Data Centre Info sheet.