



## YOUR NGN NEWS UPDATE

JULY 2021

### First Hydrogen Homes open to the public



This month marked the opening of the UK's first homes with household gas appliances fuelled entirely by hydrogen. The homes were officially opened by the Energy Minister Anne-Marie Trevelyan at our innovation site in Low Thornley, Gateshead.

Built in partnership with the Government's Department for Business, Energy and Industrial Strategy (BEIS) and fellow gas distribution network company Cadent, the semi-detached houses demonstrate the use of hydrogen fuelled appliances in a real-world setting and showcase the use of 100% hydrogen for domestic heating and cooking.

Unlike natural gas, which is responsible for over 30% of carbon emissions, hydrogen produces no carbon at the point of use. Using low carbon hydrogen would reduce UK emissions while still retaining choice for customers about which energy they use.

For the first time, the hydrogen homes will give members of the public the chance to interact with a range of hydrogen-fed appliances including boilers, hobs, cookers, fires and a barbecue.. The appliances will be rotated so that different manufacturers will be able to showcase their innovations and seek feedback from users.

The homes will also provide the opportunity for deeper discussion and engagement on the topic of green heating, helping further understand the needs of customers.

Tours, which have been co-designed with our Young Innovators Council, will be made available for group visits from schools, colleges and universities with the aim of educating children and young adults about the energy requirements of houses and how these will be met in the future.

The Hydrogen Home project is aligned with a larger scheme detailed in the Prime Minister's Ten Point Plan which also includes establishing a Hydrogen Neighbourhood, and to the development of plans for a potential Hydrogen Town before the end of this decade. The opening of Hydrogen Homes comes ahead of government plans to publish its Hydrogen Strategy later this year, which will outline plans to build a UK hydrogen economy.

## BOOK YOUR VISIT

# Pioneering hydrogen project to take place in Middlesbrough

The next phase of H21, a pioneering energy project led by NGN to gather vital evidence about the suitability of the gas network to transport 100% hydrogen, is to take place in the South Bank area of Middlesbrough. H21 is a major collaborative UK gas industry hydrogen programme focusing on delivering the safety case for hydrogen, providing the critical evidence needed to

support government in forming policy around hydrogen's use for domestic heating.

Permission has been granted by Redcar and Cleveland Borough Council to use an area of disused land located between Ann Street and Harcourt Road to test standard gas network procedures using hydrogen. The site was chosen because around 70 homes on the land were demolished a decade ago, but the underground services are still intact including gas pipes, which are disconnected from the rest of the local network.

A hydrogen-fuelled gas network would make use of the vast assets which already deliver a safe, resilient and reliable source of heat and could offer the least disruptive and most cost-effective transition to Net Zero carbon emissions by 2050 for the majority of homes.

Our team will spend three months preparing the site before demonstrations commence from late summer. Once these are completed at the end of 2021, NGN will spend around six weeks early in 2022 restoring the site to its current state.

## Customer Engagement Group

### Report 2021

Our Customer Engagement Group (CEG) has published its findings on our performance this year, concluding that we have prepared effectively to meet our commitments to our customers.

Our Customer Engagement Group is an independent panel who challenge us on whether we're delivering our commitments to our customers and communities. Originally established to hold us to account as part of the regulatory business planning process, NGN is the only distribution network to have maintained this ongoing external challenge on an ongoing basis.

The CEG regularly meets our executive team, challenging their plans and performance throughout our engagement. Additionally, CEG members have attended workshops, observed events and informed key research. By giving our CEG

a front seat view of our engagement as it happens, they've been able to play a key role in our continual improvement.

Their annual report sets out the CEG's assessment of our work to prepare to deliver the commitments in our RII0-2 business plan (the regulatory period from 2021 – 2025) and finds:

- We have responded positively to all challenges raised
- We are well placed to start to deliver on all of our GD2 commitments, where there has been no change of policy
- Our systems and process changes have been developed that will allow for improved engagement, higher customer service standards and improved data capture
- CEG have concerns that the decarbonisation of domestic heat is a major challenge for the nation, not just the GDNs and associated industries
- CEG sees opportunity for NGN to collaborate on whole energy systems changes as the electricity network companies develop proposals for their next price control period under ED2

[DOWNLOAD THE REPORT HERE](#)

## Community Partnering Fund



Our award-winning Community Partnering Fund in partnership with Northern Powergrid and Leeds Community Foundation is **open for entries**. Local community groups are invited to come forward to apply for grants of between **£1,000 and £10,000**. The fund focuses on supporting innovative approaches to delivering sustainable initiatives that help

broaden our reach and educate and support communities and individuals. Projects must support at least one of the following objectives:

- Alleviating hardship associated with fuel poverty
- Carbon Monoxide (CO) awareness
- Encouraging interest in STEM (Science, Technology, Engineering and Maths) subjects
- Promote use of the Priority Services Register and or energy efficiency advice
- Supporting residents in vulnerable circumstances or promoting community resilience during the ongoing COVID-19 pandemic situation

The Community Partnering Fund is open for applications until 12 noon on **Monday 2 August**. For more information, search for #CommunityPartneringFund on social media or visit the link below.

## **APPLY NOW**

### **Get in touch...**

If you have any feedback about this e-bulletin or any questions about our work, we'd love to hear from you.

Just email [stakeholder@northerngas.co.uk](mailto:stakeholder@northerngas.co.uk)

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