



## YOUR NGN NEWS UPDATE

JANUARY 2022

### Supporting customers who need it most



As a business in close contact with customers every day, we remain absolutely focused on the critical role we play in supporting people and communities in need of help.

During such a challenging winter, this support is more vital than ever to keep households and families most in need safe and warm. There are 3.2 million households struggling to pay at least one of their bills and using the Vulnerability and Carbon Monoxide Allowance, ourselves and our fellow gas distribution network partners can make a real positive impact, ensuring people have safe and warm homes.

We've formed two new partnerships to provide a pathway to help people living in fuel poverty and raise awareness of

carbon monoxide safety using the allowance provided to the networks by Ofgem for the GD2 price control period.

### **Tackling fuel poverty**

Together with Cadent, SGN and Wales and West Utilities, we've committed to providing the Fuel Bank Foundation charity with a combined £500,000 fund over two years to support households in a fuel crisis. The money will be used to provide same day emergency financial support to people struggling to top-up their prepayment gas and/or electricity meters. Fuel Bank Foundation will also provide additional ongoing support to help manage energy costs, working together to support families out of crisis.

### **Energy and CO advice**

We have formed a new collaborative partnership with Citizens Advice using its well-established Energy Advice Programme to raise awareness of Carbon Monoxide (CO). The 15-month programme will incorporate CO awareness and safety discussions into the successful advice programme and reduce CO risk for over 17,500 vulnerable people across the UK. We're also trialling CO and energy advice packs for 2,500 people most in need that will provide follow up advice and information, a thermometer card and a CO alarm.

Through our partnership, Citizens Advice is also able to extend their Energy Advice Programme to an additional 5,000 vulnerable people, providing in-depth energy advice and support sessions for people who need it most.

## **A new first for our hydrogen project**

Our vital research to continue to understand how gas networks would be operated under 100% hydrogen conditions is continuing as preparations are almost complete at our world-first hydrogen test site in the North East.

The project, located on a disused network of gas mains in the South Bank area of Middlesbrough, will test operational gas procedures under 100% hydrogen conditions on an existing network for the first time. Part of this pioneering energy project to gather vital evidence about the suitability of the gas network to transport hydrogen will see the clean burning fuel odourised to smell like natural gas for the first time.

Natural gas, just like hydrogen, is odourless, so a distinct and widely recognised smell is added to warn everyone of a potential gas leak. Following decades of familiarising the public with the smell of natural gas it is expected that, if hydrogen is widely used in the gas network, it will be odourised in the same way. A bespoke unit has been built to odourise the hydrogen at the South Bank site, with odorant added to hydrogen as it is distributed into the gas mains in the same way that natural gas is odourised today.

The South Bank project is part of the next phase of H21, a major collaborative UK gas industry hydrogen programme led by Northern Gas Networks, to assess the suitability of the UK's gas network to carry hydrogen. You can find out more about the project by watching a short video by Neil Travers our H21 Project Manager.

**WATCH OUR H21 UPDATE VIDEO**

## A successful first year for our young innovators



Issues like our transition towards net zero, future forms of energy and the recovery from the pandemic will profoundly affect young people in the years to come. As our customers, employees and partners of tomorrow, we felt it was crucial to give them a voice in the decisions we are making today that will affect them in the future.

That's why we launched our **Young Innovators Council** at the start of 2021, made up of 35 young people aged 14-19 years.

The council is drawn from across our network and represents the wide range of communities we serve.

Over the last year the Young Innovators Council has discussed a broad range of topics ranging from designing our education and skills strategy and how to deliver effective CO safety advice to young adults, through to making our sustainability strategy more compelling and impactful.

You can read more about how our future customers have influenced our decision-making this year in our outcomes report [here](#).

## Get involved

Our last newsletter included our annual stakeholder report. This is an important way for us to share our activities and achievement over the past year with you, show how we've used stakeholder views to influence our decisions, and bring important facts and figures about our performance as a business to life.

We're really keen to understand what you want to see in any future annual update and ensure we feedback how your views have shaped our plans in a meaningful and easy way.

Please take a moment fill in [this form](#) to tell us what information you'd like included in our annual stakeholder report.

### TAKE OUR SURVEY

#### 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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