



YOUR NGN NEWS UPDATE

August 2022

Pioneering pilot to tackle climate change ends in success.



Our ground-breaking green energy project designed to cut carbon emissions and help tackle climate change has been successfully completed.

In a pilot lasting 11 months, West Lane Primary school, St Paul's church and 668 homes in Winlaton, Gateshead used up to 20% of hydrogen (by volume) blended into a public natural gas network for the first time.

Customers continued to use their gas supply and appliances as normal, without any changes needed to gas appliances including boilers, cookers and fires, or pipework as current gas appliances are designed to operate with a blend of up to 23% hydrogen.

Winlton resident, Biba Thompson said “There was no difference to using our gas when it contained the hydrogen. I am the sheltered scheme officer for some housing in the pilot area and everyone here was enthusiastic about doing their bit to reverse the effects of climate change and agreed that it was great that our small village in the North East was chosen for such a ground-breaking pilot.”

Fergal O’Donovan, Hydrogen Programme Manager at Northern Gas Networks, said: “We’re delighted to have successfully completed blending hydrogen into the gas supply at Winlton. The recent unprecedented hot weather has brought the need to tackle climate change to the forefront of people’s mind and this project has demonstrated that hydrogen blending can play a role in decarbonising heat with no disruption.”

Dr Angela Needle, Director of Strategy at Cadent said: “This project is the culmination of a huge amount of work putting consumers at the heart of the energy transition. By blending hydrogen into the gas network, the people in Winlton could start using a greener gas without having to make any changes to their home or the way they use their heating and cooking. Forming part of the evidence we are putting to Government to enable their 2023 policy decision on blending hydrogen into the gas networks to support decarbonisation targets”.

The report of findings from the project will be submitted to government later this year, ahead of a decision around the wider blending of hydrogen in the UK gas network.

Help us name our Customer Energy Village



We’re currently building three 1910 terraced homes, two 1930s semi-detached houses, a 1950s bungalow, two flats from the 1970s and a detached home from the 1990s! These properties represent millions of UK homes and will help

researchers understand which decarbonisation solutions are best suited to different housing stock.

Home heating accounts for one third of the UK's carbon emissions, so the way we heat our homes and use energy and other resources, such as water, needs to change quickly. It's a hugely complex challenge and we need to identify a variety of solutions that will work across the wide range of homes in the UK. For this reason, each property in the Customer Energy Village has been designed in keeping with the era in which it was built rather than today's building standards so we can fully understand the impact the original design can have on the decarbonisation of the homes we live in.

The project is also supported by our partners; Newcastle University, National Energy Action and North East Energy Catalyst. The project secured £1.96 million from the North East Local Enterprise Partnership (NELEP) through the Local Growth Fund and Getting Building Fund.

Currently we're referring to this initiative as the 'Customer Energy Village', but ahead of the official launch we're looking to rebrand the project with a catchy new name. We're calling on our colleagues and partners to help us think outside the box. All ideas and suggestions are welcome!

Please click below, and input your suggestions by Monday 5th September.

Name our Customer Energy Village

In other news:

CO/PSR Research

CARBON MONOXIDE (CO) POISONING



We have recently undertaken our annual CO and PSR awareness research!

We found that the awareness of carbon monoxide has gone up in 2022, with 57% customers claiming that their awareness has increased over the last few years. This is 9% more than 2021!

Knowledge of alarm testing frequency has remained relatively stable and more customers in 2022 reported being on PSR. In 2021 only 15% reported being on the PSR register, but in 2022 it is now 24%!

Get Involved!

NGN Annual Stakeholder Conference - Time is running out, register now!

Time is running out to register for our Annual Stakeholder Conference! The theme for this year's conference will be: 'How we can deliver more regionally' and the purpose of the event will be to seek feedback from key stakeholders such as yourself on a range of topics to meaningfully shape our business activities in the coming years.

The conference will comprise a series of conversations with senior personnel at Northern Gas Networks, along with industry experts and representatives of our Customer Engagement Group, followed by interactive discussion sessions where your feedback will help to inform our strategic direction and future areas of focus.

This online workshop will aim to seek your views on how we can address certain challenges with topics!

Book your spot below – we hope to see you there.

[Register here](#)

Get Involved!

CIVS Winter Readiness and CO Awareness Workshop

Moving through 2022, Northern Gas Networks is continuing to meet regularly with a wide variety of stakeholders. This regular engagement is key to gaining valuable feedback and insight about how we prioritise and move forward with our commitments. It also ensures that our strategic direction, continues to be in line with the needs of our customers in vulnerable situations.

We will be hosting a CIVS Winter Readiness and CO Awareness Workshop on **Tuesday 13th September 2022 at 10am** and we'd be delighted if you could join us via Zoom. There will be plenty of opportunities to contribute to key areas of discussion such as the VCMA showcase event, CO safety, VCMA CO projects, NGN/GDN year 1 metrics, actions to prepare for winter and there will also be opportunities for you to continue to shape our plans.

[Register here](#)

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

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