



YOUR NGN NEWS UPDATE

January 2023



NGN to host world-first hydrogen trial at Low Thornley.

Northern Gas Networks (NGN) have been chosen to host a ground-breaking trial aimed at finding new, less carbon intensive, ways of pre-heating gas for transportation around the country.

Pre-heating is an essential part of distributing gas. Before it can be transported to homes and businesses through the network, the pressure of the gas must be reduced. This process can cause it to freeze, so pre-heating takes place to allow the gas to flow.

Now, in a world-first initiative, H2GO Power (“H2GO”) will lead an industrial scale demonstration of a low carbon heating solution – known as ‘*heat-in-a-box*’ – at our Low Thornley test facility, near Gateshead.

Heat-in-a-box is a first-of-a-kind solution which combines electrolysis, low-pressure hydrogen storage and Baxi’s hydrogen boiler, the first-ever pure hydrogen boiler for commercial applications. This end-to-end system will be

powered by solar PV and supported by an AI-enabled software developed by H2GO (HyAI).

The solution introduces the concept of a Smart Hydrogen-Gas Network, an initiative among projects funded through the UK Government Department for Business, Energy and Industrial Strategy's £26 million Industrial Hydrogen Accelerator Programme.

Mark Horsley said: *"Innovation projects are critical to understanding the route for the UK to reach net zero, the role hydrogen can play in helping to decarbonise all sectors and the opportunities it offers within a whole-systems approach. We're delighted to be hosting such an exciting whole-systems demonstration."*

[Find out more](#)

Safety campaign launched to raise awareness of CO danger



At the end of 2022, we began a safety campaign designed to prevent the cost-of-living crisis adding to avoidable injuries and deaths from exposure to carbon monoxide (CO).

On average around 40 people in England and Wales die every year from CO poisoning and a further 200 are admitted to hospital due to the highly dangerous effects of CO.

Many of the poisonings are the result of poorly maintained or inadequately serviced gas appliances – and there are fears that customers skipping their annual service or taking short cuts in

the face of rising energy costs could lead to a potentially deadly spike in CO-related incidents.

Customers are starting to feel the effects of rising prices and as a result can take unnecessary risks. This includes taking batteries out of CO alarms, blocking vents in a bid to conserve heat or even lighting barbecues or chimineas indoors to heat their homes.

In a series of hard-hitting films we're highlighting some of the dangerous practices that our engineers have encountered in recent months. We hope these films will flag the serious risks of cutting corners, as well as signposting to groups that can provide additional support for customers who may be struggling financially.

The films also include contributions from organisations we work closely with, including Citizens Advice and Community Action Northumberland, and the campaign strongly urges customers across the region to visit our website where they can learn how to spot the signs and symptoms of CO poisoning, as well as test their safety know-how with a specially designed CO questionnaire, that can be viewed [here](#) .

Find out more

In other news:

Northern Gas Networks partners with IOTICS to unlock future energy solutions.

This month, we announced our partnership with IOTICS to support a data-led approach at our Customer Energy Village (CEV).

NGN's Customer Energy Village is a test bed of nine homes from different building eras stretching from the 1910s to the 1990s. They are representative of the millions of homes that will require new energy solutions to meet the UK's 2050 net zero target.

The aim of the new partnership is to test different technologies and solutions within the nine homes, in order to identify the

most affordable and practical solution for moving customers onto low carbon, low-cost energy.

IOTICS are providing state of the art data capture technology, to enable visibility of real-time digital data which will help us understand the performance of different technologies and solutions within the CEV.

Ali Nicholl, Head of Engagement at IOTICS said: "We're delighted to be able to play a part in enabling world leading, ambitious, vital projects like Northern Gas Network's Customer Energy Village to cooperate with their corporate, utility, enterprise, and academic partners.

"It is only through developing a shared understanding of people, assets, and places across boundaries that we can embrace the complexity of the situation and identify the right solutions to drive the change we all recognise is needed."

NGN's Keith Owen explained: "There is increasing awareness and urgency to address the challenges of climate change. We are all very aware and increasingly vocal about the impact our changing climate is having on our way of life, our health and the profound changes being seen in the natural environment and the need to act now to protect our future.

"It is 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. The partnership with IOTICS will help us identify the most efficient and affordable solutions that work to support a fair transition to low carbon living for all."

Get involved!

Join us at our online CIVS Financial Hardship Workshop

The focus of our engagement activity for 2023 is aligned with the NGN vision and our ambition to hear from 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 (CIVS).

As such, we will be hosting a CIVS Workshop focussed on financial hardship on **Tuesday 7th February 2023 at 10am**. The session will:

- Share best practice to increase knowledge around the provision of support towards households facing financial hardship.
- Look at the most effective ways to engage vulnerable groups
- Increase awareness around the additional risks and considerations related to financial hardship
- Share insights to further knowledge of localised services/community organisations
- Explore how NGN can do more to support people in financial hardship

We'd be delighted if you could join us via Zoom where there will be plenty of opportunities to contribute to these areas of discussion, and for you to continue to shape our plans.

Please register your interest below by COP today (3rd February), and we will add you to our invite list.

Register 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

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