



YOUR NGN NEWS UPDATE

June 2023

Creating an 'eco house' for Redcar and Cleveland College



Northern Gas Networks (NGN) is partnering with Redcar and Cleveland College to showcase what hydrogen in homes in place of natural gas could really look like.

The college's Sir William Turner Eco House, which is the old caretakers lodge at Redcar and Cleveland College, will be heated by a hydrogen boiler and retrofitted with a hydrogen hob, oven, and fire, which will allow visitors, students, and the community to get a first-hand look into tomorrow's world.

The transformation of the Eco House is the latest step in preparation for the Redcar Hydrogen Community Project, which, if approved by government, will see NGN supply greener energy, instead of natural gas, to approximately 2,000 homes and businesses in parts of Redcar including Coatham, Warrenby and an area of Kirkleatham.

A decision about whether the investment is awarded to Redcar is expected later this year, with the conversion of the gas network to 100% hydrogen expected to take place in 2025. The project will operate for around two years.

As well as providing Redcar residents with a place to see hydrogen operating in a home setting, the house will provide the college with training opportunities, for those looking to specialise in green skills needed for the future.

Situated in the proposed catchment area, if the pilot goes ahead, the college will become the first in the UK to use 100% hydrogen.

The Eco House is expected to open later this summer.

[Find out more](#)

Energy network companies and leading charities join forces to support older people.



We have launched a new partnership with Age UK to support older people who are in, or at risk of, fuel poverty.

The collaboration, which includes Age UK, Age Scotland, and Age Cymru, as well as Cadent, Wales & West Utilities and SGN is a £1million partnership focused on helping older people gain access to the benefits and monetary support they're entitled to, potentially increasing their household income by up to £2,000 a year on average.

The campaign will help ensure that older people in the UK can access support services which help increase household income,

including benefits checks. It will also provide information on how to use energy safely and efficiently at home.

The funding, which has been provided through the Vulnerability and Carbon Monoxide Allowance (VCMA) by the energy industry regulator Ofgem, also allows the charities to sign elderly customers up to the Priority Services Register – ensuring they'll receive extra support if they're ever without their gas, water, or electricity supply.

[Find out more](#)

Get involved!

Read our CEG Report 2022-23

Our Customer Engagement Group (CEG) have continued to play a crucial role in challenging our decisions, making sure we are delivering the promises set out in our 2021 – 2026 business plan and holding us accountable for identifying the things that really matter to the region and our customers.

The CEG's annual report for 2022-23 summarises their assessments of how well NGN has considered stakeholder and customer views. The outcomes of this report will continue to shape how we deliver our commitments and targets during the second year of the business plan.

This has been another challenging year for many of NGN's customers and whilst the network charges represent a relatively small percentage of the overall energy bill, it is important that customers receive value for money along with high standards of service.

This report highlights the key issues and challenges that the CEG raised, as well as the responses they received.

[Read about the CEG report](#)

Get involved!

Join our Vulnerability and Carbon Monoxide Allowance (VCMA) Annual Showcase

Help shape the future of VCMA

The 2023 annual VCMA event will showcase innovative work by the UK's Gas Distribution Networks (GDNs) to support customers in vulnerable situations and raise awareness of carbon monoxide. This work is delivered through the VCMA, and we are looking for your views to help shape our work and future investment of the allowance.

This year's event will be hosted online on Thursday 20 July.

As an ever-increasing number of households struggle to navigate the cost-of-living and fuel crises, this is perhaps the most important VCMA event to date.

The event is free to attend and offers:

1. An overview of the benefit to customers of VCMA-funded projects 2022-2023
2. Views of industry experts through panel sessions and presentations
3. A deep dive into four key areas of VCMA work – Fuel Poverty & Affordability, Carbon Monoxide (CO) Awareness, Services Beyond the Meter and Supporting Priority Customer Groups
4. An opportunity to feed back to help shape future investment of VCMA initiatives which support customers in vulnerable situations.

[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

We're passionate about protecting your rights under GDPR. You've previously shown, or we feel you have, a legitimate interest in Northern Gas Networks and that's why we're sending you this e-bulletin. If you no longer wish to receive these communications please click [here to unsubscribe](#). For information about how we use your details, please read our [Personal Data Privacy Notice](#).

Join our Vulnerability and Carbon Monoxide Allowance (VCMA)
Annual Showcase

Northern Gas Networks, 1100 Century Way Thorpe Business Park, Colton
Leeds, LS15 8TU

[Preferences](#) | [Unsubscribe](#)