

Your Northern Gas Networks Update

National CO Awareness Week



Northern Gas Networks (NGN), is marking National CO Awareness Week by giving away up to 2,000 free carbon monoxide (CO) alarms to its customers from now until February next year.

The life-saving giveaway has been launched to help protect people from the dangers of carbon monoxide poisoning, which kills around 60 people and hospitalises 4,000 every year in the UK.

Recent research conducted by NGN, revealed that that only 37% of people in the NGN regions have a working CO alarm in their property, and only 24% regularly test it. 19% said they would do nothing if they heard their CO alarm beeping, whilst 9% admit they've never had their boiler serviced.

Speaking about the research, Eileen Brown, Director of Customer Experience at Northern Gas Networks, said: "It's worrying to see how many people still don't have a CO alarm. Carbon

monoxide poisoning cases rise in the winter when we're using our cookers, fires, boilers and wood burners more, which is why we're urging people to get in the know about CO and claim a free alarm through our week-long giveaway".

NGN wants to educate the region about CO by encouraging people to take two short online surveys to test their knowledge and rewarding those that take part with a free CO alarm.? The giveaway will begin on 18th?November 2024.

Carbon monoxide is a poisonous, colourless and odourless gas that is produced when carbon fuels are burnt. It can leak from incorrectly fitted, badly repaired or poorly maintained gas appliances, as well as flues, chimneys and blocked vents. You can't see or smell it, so you can't detect it if it begins to build up in your home, and if you breathe it in, it can make you seriously ill.

The signs of CO poisoning include headaches, dizziness, nausea, breathlessness, collapse or loss of consciousness. If you think you may have carbon monoxide poisoning, immediately turn off the appliance you think may be causing it, open windows and doors, leave the building and seek urgent medical advice. You must also call the National Gas Emergency Service on 0800 111 999 and an engineer will come straight out to investigate and make the situation safe. This line is in operation 24 hours a day, 365 days a year.

[Complete the survey](#)

Hydrogen Village Safety Case



In March 2023, at the invitation of the UK government, we submitted a proposal for a Hydrogen Village Trial (HVT) to convert 2,000 homes on the Redcar gas network to hydrogen.

Supporting the submission were two draft safety cases and three draft quantitative risk assessments written by an independent assurance and risk management consultancy, which set out how the risk of a hydrogen gas network could be safely managed, and through proposed mitigation measures, the draft Redcar safety documents show the risk of a hydrogen gas network would have been lower than that of the existing natural gas network.

We shared the mitigation measures with Redcar customers as part of the extensive engagement programme we conducted, visited residents at home, and held drop-ins at our Hub on the high street, to ensure customers with any concerns could talk to our engineering team.

The Redcar project was then cancelled in December 2023 due to a lack of available green hydrogen to support the trial, but we have recently received an Environmental Information Regulations (EIR) Request from an NGO relating to our HVT submission and its supporting draft safety cases.

Whilst we shared some of the elements of our proposal, we declined to share the safety documents, because they were draft, outdated, and carried a high risk of highly complex technical information being misinterpreted or used to spread misinformation.

A determination by the Information Commissioner's Office (ICO) means we will be publishing these draft safety documents, and the ICO acknowledges in its decision notice that these documents are in draft form and do not need to be disclosed as part of an EIR request, however, the ICO has asked us to disclose them in the public interest.

While we are happy to comply with the ICO's decision and provide a transparent response, we respectfully disagree with the ICO that there is any public interest served by disclosing these drafts.

Safety was the very core of the Redcar project, and we were committed to being transparent with Redcar customers in terms of the proposed measures we would have used to keep them safe. All mitigation measures and technical evidence contained in the published draft safety documentation remains bespoke to the Redcar trial, and is not being considered by the HSE, in relation to a government decision on hydrogen for heat.

Get involved

Young Innovators Council Annual Report 2024



Our Young Innovators Council (YIC) is a panel made up of 43 14–19 year-olds from across the footprint of Northern Gas Networks. The YIC continues to be the voice of young people at Northern Gas Networks, and it provides young people's perspectives, whilst NGN ensures these thoughts and opinions are put at the heart of the business' decision making.

We have now published our annual report, which outlines how we continue to listen to our future customer voice, and details each of the key topics discussed by the panel during the 5 sessions of 2024. It also captures the valuable feedback from the Young Innovators Council throughout this year, and how we have acted upon this, moving towards GD3.

[Read our report](#)

Customers in Vulnerable Situations Workshop

Moving through 2024, we have continued 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.

Our final hot topic workshop of the year, *Behind Closed Doors - Making Every Contact Count*, will take place on **Tuesday 10th December at 10am.**

We have also started planning our 2025 sessions and the first dates to be released are:

11th March 2025 – Hot Topic Workshop (Decarbonisation)

13th May 2025 – Annual Strategic workshop 2025

Our December event will be held via Zoom and we would be really pleased to see you there! Please register your interest below. Further details to follow soon.

[Sign Up](#)

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