



**A little change.  
Tonnes of difference.**

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# **Gas Safe checks for your home**



## Gas Safe checks for your home

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**Our team needs to perform a Gas Safe check on the gas appliances in your property as part of the HyDeploy project.**

The checks will last around an hour, and will be carried out by a registered Gas Safe engineer from Northern Gas Networks, the gas distributor for the North.

You'll receive a free Gas Safe certificate after the check is finished.



## Frequently asked questions

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### Why are the checks being carried out?

HyDeploy is a pioneering energy pilot study being carried out by gas distribution networks Northern Gas Networks and Cadent overseen by the Health & Safety Executive (HSE) and supported by Gateshead Council.

We're working to prove that by blending 20% hydrogen into the gas supply, we can reduce climate-changing carbon dioxide emissions, without requiring change to domestic appliances.

The HSE is overseeing HyDeploy, and the Gas Safe checks will provide important information to help them decide if HyDeploy can proceed to a live pilot at the end of 2020.

Once the HSE has approved this, around 670 properties in Winlaton will use blended gas for heating and cooking over the following 10 months.

### What happens during the check?

A specialist NGN engineer will visit your property at a time pre-arranged with you.

After introducing themselves and showing their identification cards, the engineer will bring equipment into your home to carry out a standard Gas Safe check on your gas boiler, and your gas cooker and gas fire if you have them.

When we're checking your appliances, we'll collect information on the following:

- The make, model and age of your appliances.
- That your gas appliances and pipework meet existing safety standards and are working correctly with the gas they receive today.

A Gas Safe check will confirm all of the points below:

- That the appliance is set and adjusted to ensure gas is burning correctly.
- That it's suitable for the room where it's being used, and has an adequate air supply.
- It is physically stable, securely fitted and properly connected to the gas pipework.
- That any flues, chimneys and safety devices are working correctly.
- The gas pipework is tested to ensure there are no gas leaks.

The entire process should take around one hour from start to finish, and you'll receive a free Gas Safe certificate for your appliances once it's complete.

### **Will it cost me anything?**

No. The Gas Safe check is completely free, and associated costs are being paid for by the HyDeploy project. You will receive a free Gas Safe certificate, which is valid for 12 months.

### **What happens if my appliances aren't working correctly?**

We will be carrying out industry standard safety checks, where our engineers have a duty to ensure any appliance we test meets today's gas safety standards.

In the unlikely event that your appliance fails the check because it is unsafe, our engineer will make it safe by disconnecting it.

Our local dedicated team will then repair the appliance, at no additional cost, to get you back on gas as soon as possible. In the meantime, we'll provide you with heaters and hotplates until we can switch you back on.

### **What if I don't want a Gas Safe check?**

Providing the HSE approves HyDeploy's live pilot to take place, all the properties in the pilot area will receive the blended gas from the end of 2020.

We highly recommend you do take part in a check, so our team has as much information as possible to present to the HSE. It's free, and you'll receive a Gas Safe certificate once it's complete.

### **Will you need to do anything else for HyDeploy in my home?**

We'll review the information we collect from all the appliances we test. There may be a small number of appliances that we would like to carry out an extra test on, but we'll let you know if we need to do this early next year.

### **What will you do with the information from my appliances and how will it be used?**

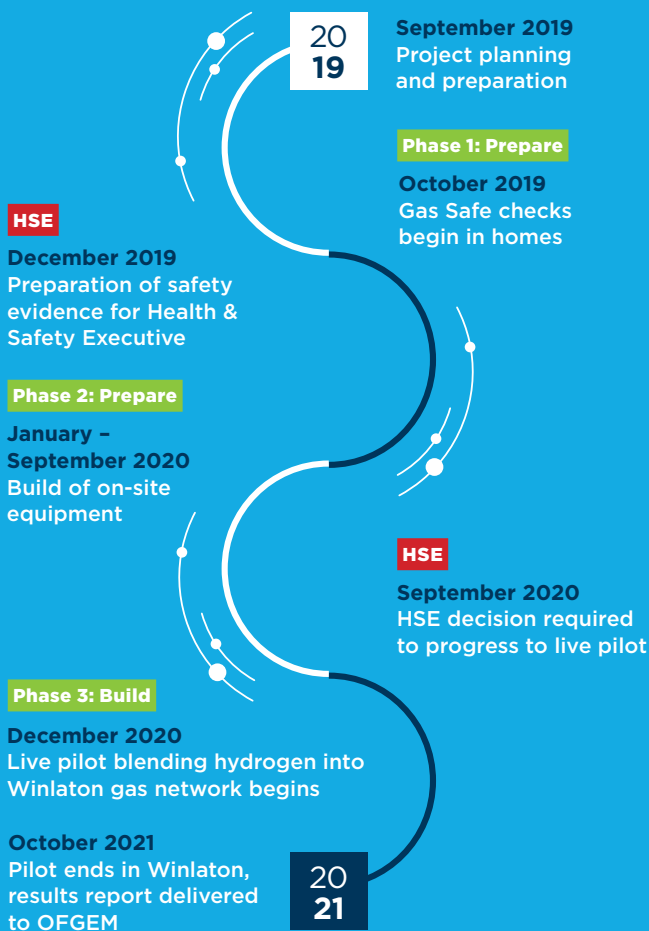
As the project is being delivered by two gas networks, involving regulation by HSE, we are observing the strictest data protection rules surrounding customer information.

All data we collect will be anonymised and will be securely held until the end of the project in 2021.

It will be used in the safety case presented to the HSE and in a report delivered to energy regulator Ofgem at the end of the pilot, after which it will be destroyed.

# HyDeploy at Winlaton

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## Who can I talk to if I have any more questions?

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**You can call our dedicated Customer Care officer Steph Ord on **07704 545200** or email **sord@northerngas.co.uk****

Our Customer Centre will be open Monday to Friday at the Winlaton New West End Social Club on West Lane, between 9am-5pm. You can also speak to our Customer Care team on 0800 040 7766, or email [customer care@northerngas.co.uk](mailto:customer care@northerngas.co.uk)



**[www.hydeploy.co.uk](http://www.hydeploy.co.uk)**  
**HyDeploy Hotline **07704 545200****

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