



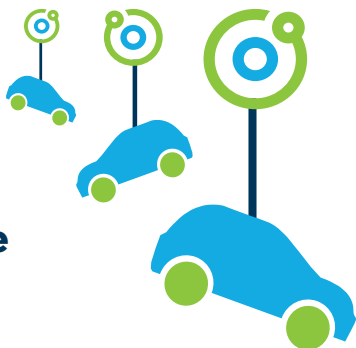
**A little change.**  
**Tonnes of difference.**

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## Climate change affects us all

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**As our nation explores ways to tackle it, green heating and low carbon energy sources will become essential to reducing our impact on the environment.**

HyDeploy is a pioneering energy project working to understand how hydrogen can play a role in combatting climate change.

It's being carried out by gas distributors Northern Gas Networks and Cadent, working in partnership with the Health & Safety Executive (HSE) and leading universities, and supported by Gateshead Council.

HyDeploy is exploring how by blending up to 20% hydrogen into the natural gas network, we can reduce carbon dioxide emissions, without needing to change how we heat our homes.

If blended gas was distributed to homes and businesses across the country, it could prevent 6 million tonnes of carbon dioxide being released to the atmosphere every year.

**That's the same as taking 2.5 million cars off our country's roads.**

## HyDeploy so far

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**The first phase of HyDeploy is already under way. After approval from the HSE, our first pilot will begin at Keele University in Staffordshire this October.**

Customers in 100 homes on the university campus will be using blended hydrogen to heat their homes and to cook with.

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### HyDeploy in Winlaton

From December 2020, and following approval from the HSE, a second pilot will take place on the gas network in Winlaton.

Around 670 homes and businesses will receive the blended gas for 10 months. When it comes to cooking and heating your home, you shouldn't notice any difference in how your appliances operate. They will run on the blended gas in exactly the same way they do on natural gas.

## What's next for HyDeploy

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**Our Customer Care officers are visiting all the homes in Winlaton which will receive the blended gas. This is to introduce our team and also to take a quick look at your gas appliances.**

As HyDeploy is a research project, we need to understand what kinds of boilers, cookers and fires the blended gas will be used in.

We'll then ask you to book in for a Gas Safe check with an NGN registered Gas Safe Engineer at a later date.

This check provides the HSE with the information they need to approve the pilot to go ahead, and ensures your gas equipment is in tip-top condition before winter.

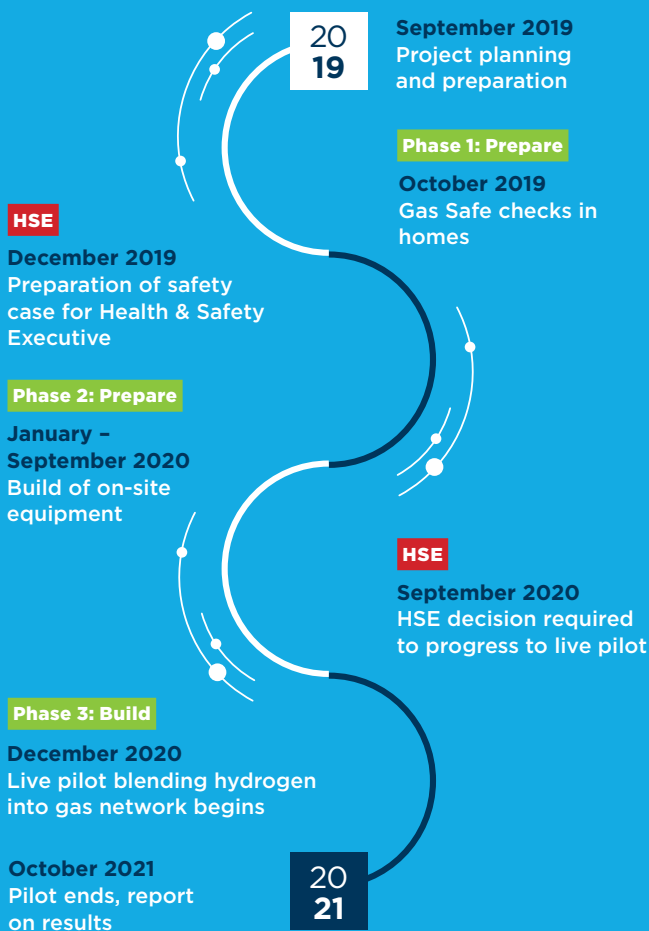
**If you live in a Gateshead Housing Company property inside the pilot area, your appliances will already be checked every year, so we won't need to carry out an additional check.**



**You can watch our HyDeploy animation here at [www.hydeploy.co.uk](http://www.hydeploy.co.uk)**

# HyDeploy timeline

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## Frequently asked questions

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### Will it cost me anything?

No. The hydrogen and any associated costs are being paid for by the HyDeploy project. This will happen throughout the 10 months HyDeploy is running, from December 2020.

### Will I notice any difference in my home or will my appliances operate differently on hydrogen?

No. You shouldn't notice any difference in how your gas appliances operate with blended gas, they will run just as they do today. Since 1996, the Gas Appliance Directive requires all gas appliances to be tested on a blend of 23% hydrogen before they can be approved for market, therefore you shouldn't notice any difference in how your appliance operate, look or feel.

### Is it safe?

Yes. Once approval is granted by the Health and Safety Executive (HSE), the gas will be legally compliant gas, and considered as safe as natural gas. Gas distribution network operator Northern Gas Networks is overseeing the safe management of the pilot and highly-qualified Gas Safe engineers are carrying out the safety checks.

### How does hydrogen combat climate change?

When hydrogen burns, it only produces heat and water. As a carbon-free gas, this makes it a realistic solution to help our nation address climate change and meet the net zero carbon target of 2050.

### Where does the hydrogen come from?

The hydrogen will be produced by an electrolyser at the NGN site in Low Thornley. This is a piece of equipment which passes an electric current through water to separate the hydrogen. We'll be using low-carbon electricity to generate the hydrogen throughout the pilot. The hydrogen is then blended with normal gas and injected into the network, in much the same way biomethane gas is put into the network.

### What happens next?

Our team will be visiting all the homes inside the pilot area to say hello. We'll also be asking you to book in for a Gas Safe check in the next few weeks.

Our Customer Care officers can arrange this while we're with you, or you can choose a convenient time by visiting [www.hydeploy.co.uk](http://www.hydeploy.co.uk) and clicking on the 'Book an appointment' link. Alternatively, call our dedicated Customer Care officer Stephanie Ord on 07704 545200, or email [sord@northerngas.co.uk](mailto:sord@northerngas.co.uk) to book your appointment.

If you live in a Gateshead Housing Company property, you will already receive an annual Gas Safe check on your appliances. This means we won't need to book you in for an additional check.

### **Why do you need to check my appliances?**

HyDeploy is being overseen by the HSE. The safety checks provide important information to help the HSE decide if HyDeploy can proceed to its live phase. Providing gas appliances are operating safely, the test will be completed by our highly qualified engineers in around one hour.

### **What happens if my appliances fail the safety check?**

The checks follow industry standard gas safety checks and our engineers have a duty to ensure appliances meet current safety standards. In the unlikely event that an appliance fails the check because it is unsafe, our engineer will make it safe by disconnecting it.

Our dedicated team will then carry out a repair to get you back on gas as soon as possible giving you peace of mind that your appliance meets current gas safety standards. We'll also provide temporary heating or hotplates for your home in the meantime.

### **What will you do with the information on my appliances?**

As a project being delivered by two regulated gas networks and the HSE, HyDeploy is observing the strictest data protection rules surrounding customer information.

Our team will note down the make, model and age of your appliances, and carry out a Gas Safe check.

The data we collect will be anonymised and securely held until the end of the project in 2021. It will be used in the safety case presented to the HSE and a report delivered to energy regulator OFGEM at the end of the pilot and then destroyed.

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

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**You can call our dedicated Customer Care lead Stephanie Ord on 07704 545200, or email [sord@northerngas.co.uk](mailto: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.



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

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You can also call our Customer Care team on 0800 040 7766 or email [customer care@northerngas.co.uk](mailto:customer care@northerngas.co.uk)