

Hydrogen Village Factsheet:

4 Keeping you safe and warm

At Cadent, our top priority is keeping our customers **safe, warm, and connected. So, when you cook a meal, run the hot water tap, or switch on the central heating, you should have peace of mind that it's safe to do so.**

We understand that, currently, you may have questions about the use of hydrogen within your home. This factsheet is designed to address some of the questions you may have on the safe use of hydrogen in homes and businesses.

Whitby won't be the first place in the UK where homes use hydrogen...

There are already people who safely use hydrogen to heat their homes. Over the past few years, there have been successful projects demonstrating how a blend of hydrogen and natural gas can be used safely.

The first show homes using 100% hydrogen for heating and cooking were also opened last year, and the H100 project in Fife, Scotland is set to begin before the Hydrogen Village programme, supplying 100% hydrogen to up to 300 homes.

Other countries in Europe and further afield are also looking at using 100% hydrogen to heat their homes. A programme in Lochem in the Netherlands is now up and running to do just that.

Who are we working with to help keep you safe?

You don't just have to take our word that hydrogen is safe to use in homes and businesses. The way we transport gas to your property is independently regulated to make sure it's safe – and that won't change with hydrogen.

We will be working with the Health and Safety Executive (HSE), the independent regulator in the UK, to ensure our safety systems are robust before we begin the programme.

The HSE is undertaking extensive work to evaluate the safe use of hydrogen, before hydrogen is introduced into homes in Whitby.

Did you know?

We've already carried out over 100 free repairs to unsafe appliances in Whitby homes and businesses.

Got any further questions?

Call us on 0800 035 3371 (Freephone), send us an email at enquiries@hydrogenvillage.com or pop in to see us at the Hydrogen Experience Centre, McGarva Way, Whitby CH65 9AB

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What else should I know?

- ✓ All appliances will be installed by qualified engineers as part of the programme and will meet the latest British Safety Standards.
- ✓ We'll provide free maintenance, servicing and repair of your hydrogen appliances throughout the programme.
- ✓ The Hy4Heat programme (hy4heat.info) – independently reviewed by HSE – “indicates that the use of 100% hydrogen can be made as safe as natural gas is when used for heating and cooking in certain types of houses (detached, semi-detached and terraced houses of standard construction), that were studied.”
- ✓ Hydrogen boilers do not emit any carbon monoxide, reducing the risk to homeowners. They also offer the added benefit of lower emissions of oxides of nitrogen (NOx) levels than today's natural gas boilers.
- ✓ The same distinctive 'gas smell' currently added to natural gas will also be added to hydrogen, so that leaks can be detected in the same way.
- ✓ The National Gas Emergency Service (available 24h a day on 0800 111 999) will remain available to Whitby residents and businesses.
- ✓ We work with specialist organisations to keep customers in vulnerable situations safe. We have already supported a number of Whitby residents to sign up to the Priority Services Register (PSR), so that they can access the care they deserve if they find themselves in a vulnerable situation.

Further information

Please visit hydrogenvillage.com/information-hub where you'll find our handy information library on all things hydrogen.