

Hydrogen Village Factsheet:

5 Protecting customers on cost

We know how important it is for people living and working in Whitby to know they won't be left out of pocket because of the Hydrogen Village programme. That's why we're ensuring that people who own, work or live in properties in the Hydrogen Village won't pay a penny to switch to hydrogen.

This factsheet gives you information about what we're doing to protect Whitby residents and businesses on cost, and what services we'll provide free-of-charge to you as part of the programme.

Will my energy bills change?

The price of hydrogen supplied to homes and businesses in the Whitby Hydrogen Village will be matched to natural gas for the duration of the programme.

You'll also be offered brand new energy efficient appliances, supplied and installed free-of-charge. This could help to save you money on your energy bills in the longer-term.

Did you know?

A new energy efficient boiler could save you up to £840 a year on your fuel bills

What's in it for me?

We know that we're asking people in Whitby to give over a lot of their time and attention to help us prepare for the programme. **We want to say thank you** - and we're offering a range of financial benefits to people with homes and businesses in the area, such as:

- ✓ Improvements to make your home more energy efficient (e.g. loft insulation) worth up to £750
- ✓ Shopping vouchers given directly to you worth £400
- ✓ A donation worth £500 on your behalf to the Hydrogen Village Community Fund

We're also working to keep you safe and keep your energy costs down, now and in the future. Our team of fully qualified engineers will maintain and repair hydrogen appliances free-of-charge for the entirety of the programme.

You can also receive free servicing and repair of your existing gas appliances **now**, as part of the in-home hydrogen assessments we are offering to everyone in the proposed Hydrogen Village area. To find out more, visit: hydrogenvillage.com/book

Got any further questions?

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What else should I know?

We have already serviced appliances in more than 1,200 homes and businesses in Whitby and carried out around 200 repairs, all free-of-charge.

After any installation, maintenance, or repair work carried out for the programme, we'll 'make good' to ensure that your property is left in the standard in which we found it.

There's more information about the types of financial benefits we're proposing to make available to people living in Whitby in the Hydrogen Village Handbook - hydrogenvillage.com/hydrogen-village-handbook. We welcome your feedback on these options as we refine our proposal for submission to the Government and Ofgem.

Under current proposals, if you choose an electric solution for your home (e.g. a heat pump), the installation of this will be free for residents. You will then pay your electricity bill as normal.

We'll ensure you're protected on cost at the end of the programme - whether the area remains on hydrogen after two years or reverts to natural gas. That includes making any changes required to your property completely free of charge or reviewing whether the natural gas price match stays in place for customers using hydrogen.

We understand that you may be worried that switching to hydrogen could have a wider impact on costs, such as house prices and insurance. We're working with independent experts in these areas to provide you with more information. This will be available when you are asked to make a firm decision on which appliances you take during the programme, so that you can make a fully informed choice.

Further information

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