

## Hydrogen Village Factsheet:

### 8 Your questions answered

**We know people living and working in Whitby will continue to have questions about the programme. We have answered some of the more common queries here.**

#### Will homes in Whitby be the first to use 100% hydrogen?

There are already projects happening to heat homes with hydrogen. The first show homes using 100% hydrogen for heating and cooking were opened last year, and the H100 project in Fife, Scotland will launch before the Hydrogen Village programme, supplying 100% hydrogen to around 300 homes.

Further afield, the first homes in the Netherlands are now being safely heated with 100% hydrogen.

#### What type of hydrogen will be used?

We are committed to a low carbon Hydrogen Village trial and will use green hydrogen produced locally.

To ensure a resilient supply of hydrogen, we are currently looking at a number of sources. Just as, today, we ensure a resilient supply of natural gas by using a number of different sources; North Sea, Liquid Natural Gas (LNG), Interconnectors from Europe.

#### What happens at the end of the programme?

At the end of the two-year programme, the area will either remain on hydrogen or revert to natural gas. We will provide more information to residents about what happens at the end of the programme, before you are asked to make a firm decision about your appliances (in late 2023/early 2024). In the meantime, we want to hear from you about what you would like to see happen at the end.

#### What about costs at the end of the programme?

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 and reviewing whether the natural gas price match stays in place for customers using hydrogen after two years.

### Got any further questions?

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

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#### Is hydrogen safe?

We're working with the Health and Safety Executive, the independent body responsible for health and safety in the UK, to ensure hydrogen can be used as safely in homes as natural gas is today.

In addition, along with eliminating carbon when used and therefore the risk of carbon monoxide poisonings, hydrogen boilers offer the added benefit of **lower** emissions of oxides of nitrogen (NOx) than today's natural gas boilers.

#### Will there be any changes to home insurance and house prices?

At this stage, we are working with an independent organisation and experts in the field on insurances and house prices to get a better insight into the potential impacts in these areas. This work will be completed next year, before any conversion work takes place, so customers are able to make a more informed decision about which energy choice is best for their own circumstances.

#### Will the programme cost me anything?

People who own, work or live in properties in the Hydrogen Village area won't pay a penny for a switch to hydrogen.

During the two-year programme, hydrogen gas supplied to homes and businesses in Whitby will be price matched to natural gas. Residents and businesses will also receive brand-new appliances, provided, installed and maintained completely free of charge as part of the programme.

#### Can I opt out of the programme if I'm unsure?

This project is demonstrating how a move away from fossil fuels can happen, and because of this no home will be able to stay on natural gas. We understand that this change may be unsettling. That's why we have developed a proposal whereby homes and businesses will be given a choice between replacing their existing natural gas appliances with either hydrogen-capable appliances, or a range of electric alternatives, such as a heat pump – you can find more details on our proposal in the Hydrogen Village Handbook.

### Further information

Please visit [hydrogenvillage.com/information-hub](https://hydrogenvillage.com/information-hub) where you'll find our handy information library on all things hydrogen.