

Cadent: Second Set of Responses – 14.11.22

Number	Theme	Question	Local MP Response	Cadent Response	Status (Does Group feel question has been answered / Further Questions)
75	Plans & Strategy	Will there be any disruption to the heating of homes during the installation process?		<p>As the project involves converting the local grid and consumer’s appliances from natural gas to hydrogen, there will need to be a short interruption to energy supply while this switchover is made.</p> <p>While the exact details are still to be worked out, we expect it could take a day or so to convert a property from using natural gas to hydrogen, with the final appliance modifications to be made inside the home and, at the same time, work on the gas network outside. During that process, we will support households, and make sure that people have access to heating and cooking facilities as required and will not be out of pocket during this period.</p> <p>Response to part 2: A variety of temporary welfare provisions will be provided during the conversion period as they do now during other Cadent workstreams. These currently range from heating provisions, cooking facilities and meal vouchers, hot water and washing facilities and alternative accommodation. It is important we capture all individual needs and we operate using the Priority Services Register. More detail can be found here https://cadentgas.com/help-advice/supporting-our-customers/priority-services-register.</p>	If temporary electric heaters and cooking facilities will be loaned, will residents be compensated for the higher cost of the electricity required to use them?

78	Plans & Strategy	<p>What does free installation cover?</p> <p>Is this simply the cost of the new appliance and hooking it all up or will it cover decorative changes?</p> <p>E.g., what if the new appliances are a different size?</p> <p>What if damage is caused when extracting the old appliances?</p>		<p>As per the programme principles published in the hydrogen village handbook October 2022:</p> <p>Page 15 Principle 1 - Technical work will be completed to current standards by Cadent and/or British Gas trained employees with all appliances, materials or labour required for conversion supplied free of charge.</p> <p>Page 16 Principle 5 - We will 'make good' after installation and/or any maintenance and repairs, ensuring that decor is left to the standard in which we found it (potentially up to £1,000 for any works necessary inside the home and £1,000 outside, with any works required to businesses being reviewed on a case-by-case basis).</p>	
85	Costs Re 72	<p>If householders perform building work that requires work to a gas appliance (i.e a boiler move) is there any guarantee that a qualified engineer can be provided and that their rates will be no higher than a normal gas engineer?</p>		<p>All service and maintenance work completed on hydrogen appliances throughout the programme duration will be completed by Cadent and/or British Gas trained engineers and will be free of charge. We will review individual circumstances like this on a case by case basis and work with customers so they are not disadvantaged.</p>	
118	Costs	<p>What costs and fuel subsidies will Cadent/BG be covering for 'alternative' to hydrogen?</p>		<p>Subsidising for alternatives to hydrogen is not currently part of our proposal. We welcome feedback as part of our evidence gathering.</p>	
120	Costs	<p>What will be the cost to service boiler going forward? Would this be a specialist service therefore costing us more?</p>		<p>As per the programme principles published in the hydrogen village handbook October 2022:</p> <p>Page 15 Principle 1 - Maintenance and repairs of all hydrogen appliances will be provided free of charge throughout the programme. This does not apply to the maintenance and repairs required for non-hydrogen appliances.</p> <p>What happens at the end of the programme will be determined by factors such as cost and availability of qualified engineers. We will not leave customers in a position where they do not have market choice or face excessive costs.</p>	

				<p>Importantly, training competency frameworks have been developed so that training providers can train local tradespeople. We expect to be able to upskill existing heating engineers to work on hydrogen appliances with relative ease, as we do with other existing fuel types today.</p>	
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