

Cadent: Third Set of Responses – 17.11.22

Question number	Theme	Question	Local MP Response	Cadent Response	Status <i>(Does Group feel question has been answered)</i>
2	Plans & Strategy	What is the criteria for establishing that the Hydrogen pilot is a success?		We expect that the most significant factors in determining the programme's success to be community's feedback on their experience of being involved in the programme and the costs and operational feasibility of converting homes to run on hydrogen for heating and cooking.	
3	Plans & Strategy	What will the approval process be and who will make the final decision?		<p>Ofgem and the Government will assess the proposals submitted by Gas Distribution Networks in spring 2023, after which the final trial location for the hydrogen village trial will be selected.</p> <p>Proposals will be assessed against the completion requirements published on Ofgem's website (link here).</p>	

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22	Legal implications	In the event of a dispute with Cadent, do we as residents have to employ our own solicitors to fight our case, which would be costly and take years?		<p>If Whitby is selected as the location for the programme, we will work closely with residents to understand their individual needs and to explore their options in full.</p> <p>No customer will be forced to change to a hydrogen boiler and there will be a range of alternatives on offer.</p> <p>The arrangement of representation for any legal disputes that arise further down the line would need to be reviewed on a case-by-case basis.</p> <p>Importantly, the Government has committed to ensuring that consumers are protected within the village trial. This includes ensuring that consumers retain access to an independent route for complaints throughout the trial, as per existing arrangements in the gas market.</p>	
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				<p>For further details on the consumer protection framework which was published in the government's response to the 'Hydrogen for heat: Facilitating a grid conversion hydrogen heating trial' consultation, see: https://www.gov.uk/government/consultations/hydrogen-for-heat-facilitating-a-grid-conversion-hydrogen-heating-trial.</p>	
44	Costs	<p>During the conversion process, what choice will we have on gas fires and cookers. One resident tells us she has a large cooking range which cost over £2,000, can she expect an equivalent replacement?</p>		<p>Hydrogen fires and cookers are being designed to work in a similar way to natural gas fires. We are working with manufacturers by gathering data around current appliance stock in Whitby whilst we conduct the 'In Home Hydrogen Assessments'. We anticipate, although cannot guarantee, that there will be some models available in</p>	

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				<p>time for conversion and for there to be some appliance choice similar to what you have now.</p> <p>If you opt for a hydrogen gas fire or cooker and there are no products that later meet your needs on the market, we will work with you to arrange a suitable alternative.</p>	
90	Plans & Strategy	<p>Why the scheme is not being trialled on local authority housing in the area? I don't accept that it's close to Stanlow, what about the Stanley Grange Estate and Elton?</p>		<p>The purpose of the Hydrogen Village programme is to see how an existing area of homes and businesses could be converted to hydrogen for heating and cooking, on a large scale. It's important that an area was chosen that was indicative of villages across the country.</p> <p>Evidence from the programme will be crucial in the Government deciding upon the future role of hydrogen for heating and cooking across the UK. It is therefore important that we can demonstrate how we can convert a range of house</p>	

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				<p>types to run on hydrogen for cooking and heating.</p> <p>The diversity of the housing stock in Whitby delivers on this criteria and is one of the key reasons Cadent put this area forward in its proposal to BEIS and Ofgem.</p>	
101	Cost	<p>Small print for 'may' not qualify for £ incentive if opt for a heat pump due to higher installation costs</p> <p>when will this be confirmed?</p>		<p>All appliance options and financial benefits outlined in the Village Handbook are currently proposals, which we are looking to get residents feedback on. We expect during the second half of 2023, the exact appliance options and benefits will be finalised and confirmed before residents make their choices.</p>	
104	Plans & Strategy	<p>Why is the scheme not being trailed in local authority housing areas?</p> <p>I don't accept that it is because its close to Stanlow, what about Stanley Grange</p>		<p>Please see response to q90.</p>	

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		<p>Estate, Helsby, Elton?</p> <p>(did Helsby say no?)</p>			
107	Plans & Strategy	<p>Lots of new builds in E/Port - why were none of these considered for the pilot?</p> <p>Infrastructure could have been installed during the build to ensure no impact to residents</p>		<p>The purpose of the Hydrogen Village programme is to see how an existing area of homes and businesses could be converted to hydrogen for heating and cooking, on a large scale. It's important that an area was chosen that was indicative of villages across the country.</p> <p>Evidence from the programme will be crucial in the Government deciding upon the future role of hydrogen for heating and cooking across the UK. It is therefore important that we can demonstrate how we can convert a range of house types to run on hydrogen for cooking and heating.</p> <p>The diversity of the housing stock in Whitby delivers on this criteria and is one of the key reasons Cadent put this area forward in its proposal to BEIS and Ofgem.</p>	

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108	Cost	<p>A few residents have recently bought houses in Whitby (within the last month) and were not notified of the pilot, and had they have been notified, this would have influenced their decision.</p> <p>At what point do sellers need to notify a buyer?</p>		<p>We anticipate a decision on which area is selected for the Hydrogen Village programme in mid-2023.</p> <p>In the meantime, we encourage advising the project team of any change to homeowner so we can ensure the individual property details are up to date when the decision is made.</p>	
112	Compensation	<p>What compensation will be offered for distress and inconvenience? inconvenience? loss of value to property?</p>		<p>As per the programme principles published in the Hydrogen Village handbook October 2022:</p> <p>Page 16 Principle 3</p> <p>In recognition of the time being given over to allow us to prepare for the programme, we will give residents and businesses the choice between the financial benefit that resonates with them most.*</p>	

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				<p>Potential options:</p> <ul style="list-style-type: none">- Home heat loss improvements i.e. cavity wall/loft insulation worth up to £750.- Donation worth £500 on your behalf to the Hydrogen Village Community Fund.- Shopping vouchers given directly to you worth £400. <p><i>*Please note that residents and businesses who opt for installation of an air source heat pump may not qualify for the charity donation or provision of shopping vouchers due to the increased cost of installation.</i></p> <p>We will be understanding how residents feel about these options through the questionnaires completed and all feedback will be taken into account when finalising these options.</p>	
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