

## Hydrogen Village Factsheet:

### 5 Protecting customers on cost

**We know how important it is for people considering participating in the programme to know they won't be left out of pocket. That's why we're ensuring you won't pay a penny to switch to hydrogen and you'll receive a package of benefits for getting involved.**

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

#### Will my energy bills change?

In order to provide certainty for those choosing hydrogen, we'll make sure you're not paying any more for hydrogen than you would for natural gas for the programme duration. When the programme ends, we'll reconnect you to your natural gas supply.

As part of this process, you'll get 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?

If you opt for hydrogen, you will be part of the journey towards decarbonising our gas network and will receive new appliances and a full package of benefits in recognition of the time you give to support the delivery of the programme - such as completing surveys, giving access to your property, and providing feedback.

The benefits we are proposing include:

- ✓ Providing, installing, and maintaining your hydrogen appliances for free
- ✓ Giving you £2,500 for taking part - or the equivalent in home energy efficiency improvements
- ✓ Providing a free home EPC (Energy Performance Certificate)
- ✓ Reimbursing 50% of the cost of appliances replaced if under 3 years old
- ✓ Giving you British Gas Homecare Complete and Gas Appliance Cover during the trial and for two years after.
- ✓ Vouchers towards homeware, cookware and food subscription boxes, depending on which cooker and fire options you choose.

For full details of the options on offer, please visit the Hydrogen Village website.

### 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.

When you switch back to natural gas at the end of the programme, we'll provide you with brand new natural gas appliances free-of-charge, as well as two additional years of free British Gas Homecare Complete and Gas Appliance Cover.

If you choose either of the hydrogen options (full or part hydrogen), we'll cover the cost of any increase in your home insurance if there is one.

Those who choose hydrogen will also get a free central heating filter, free Hive smart thermostat, and we'll ensure your heating system is ready for your new boiler (e.g. powerflushing and fitting TRVs)

If you opt out, we'll still offer a free British Gas service of all of your gas appliances and repair any which are found unsafe.

#### 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.