

Keeping customers safe and warm during gas supply interruptions

EIP052

28 February 2023

Background

How can the GDNs keep customers warm and safe during gas supply interruptions. Existing measures often require plugging in a device which customers are more reluctant to do given energy costs and wider cost of living crisis.

Mass deployment of temporary electrical appliances can also cause issues to the electricity grid at peak times.

Future gas network conversions from natural gas to hydrogen will see an large increase in the number of customers facing interruptions for longer period than with our current planned work so low cost solutions that take the cost worry from the customer are required.

Enablers and Constraints

We are interested in existing products or adaptations of existing technology rather than prototyping new devices due to the challenges of productionising.

Solutions need to be easy and safe for the customer to use with low / no running costs

Devices / solutions need to be portable and deployable on mass by engineers and customer support staff in cars and small vans or local hubs to be collected by the public

- Networks currently gift appliances or keep warm packs to homes as the cost of recovery and PAT testing is more than the cost of the items
- For a mass phased switch of an area to hydrogen, issue and pick up may be the best cost option

Involvement and Implementation

Key Stakeholders:

- Gas and Electricity Networks
- Domestic customers – particular those in vulnerable situations
- Small and medium businesses
- Housing associations and private landlords
- Local Authorities, health organisations, local resilience forums
- Consumer groups

Wales & West Utilities interrupt supplies to around 50,000 homes and businesses per annum issuing around 14,000 items to customers. A hydrogen roll out would see 1,000s homes interrupted daily

The solution would be used immediately on planned and unplanned interruptions

Energy Innovation Basecamp

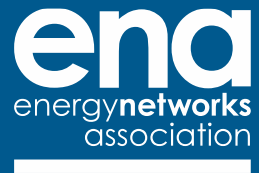
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#Basecamp28

Participant joining code
[Slido.com](https://www.slido.com)

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