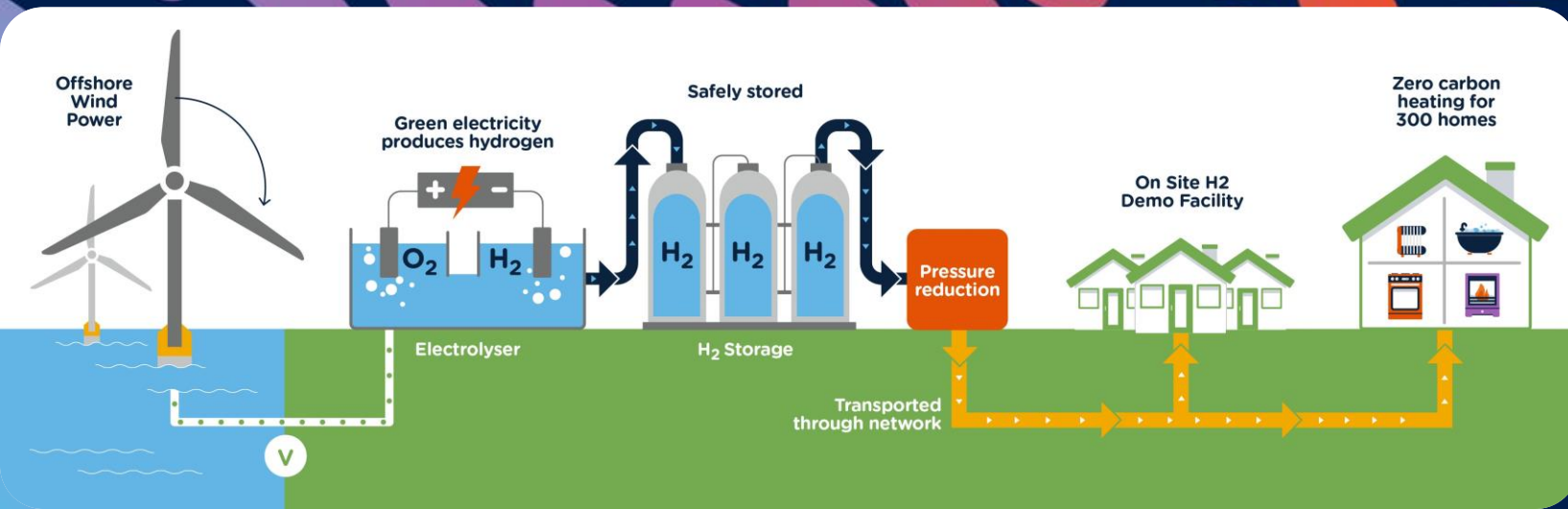


# H100 Fife Industry Engagement

Regulatory Discussion Topics – Metering, Billing & Data Flows

Q3 2023



**SGN**  
Your gas. Our network.

# Discussion Topics



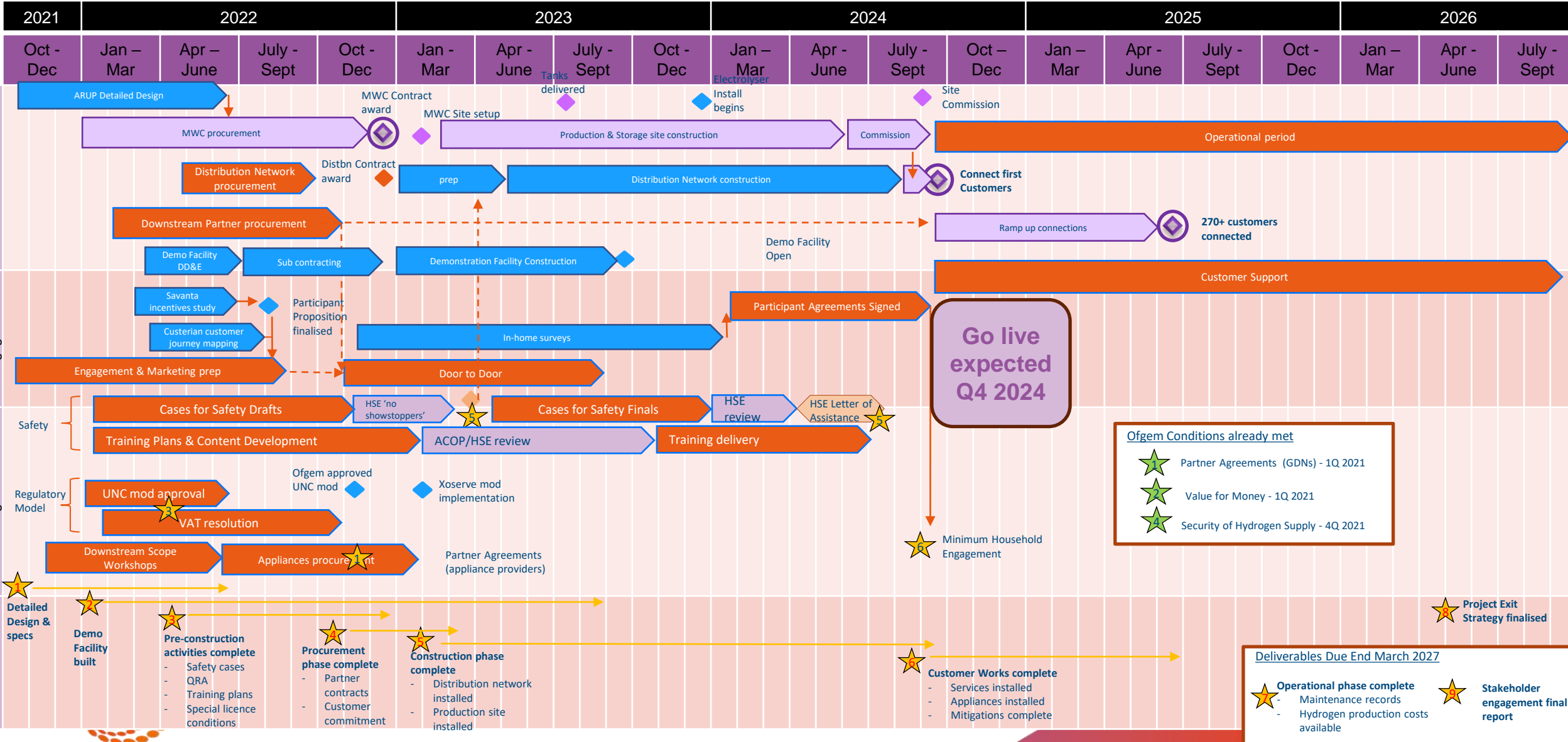
1. **Hydrogen Transition Schedule**
2. **H100 Fife Customer Communications Examples & Uptake**
3. **Proposed Approach to SMETS 2 Hydrogen Meter Ownership & Management**
4. **Multiplication Factor – Approach for Credit Meters**
5. **Proposed Approach to Enabling Smart Pay As You Go**
6. **Technical Preconditions for Enabling Smart Pay As You Go**
7. **How to identify H100 Customers in Central Systems**
8. **Customer Opt In/Out Process**
9. **Supplier Collaboration Requirements ahead of SMETS 2 Hydrogen Meter Installation**



**Key:**

- Critical Path Milestone
- Indicative Critical Path Milestone
- Critical Path Activity
- Stage Gates
- Contractor-led milestone
- Contractor-led Activity
- HSE Milestone
- SGN Activity

# Schedule



# H100 Fife Customer Communications Examples

## H100 Fife is the beginning of a historic change

Following a nationwide search, Buckhaven and Denbeath were chosen for the world's first green hydrogen zero-carbon heating network – H100 Fife.

We're using the offshore wind turbine in Fife Energy Park to make the hydrogen we need. We'll transport the green hydrogen gas through a newly built gas network to 300 opted-in homes in Buckhaven and Denbeath.



Homes which decide not to opt in will remain on the existing natural gas network.

If you opt in, you'll receive a free new hydrogen boiler and free hydrogen appliances to replace your natural gas appliances. These will be installed, maintained and serviced free of charge until 2027. You'll also get £1,000 for playing an important role in our journey to net zero.

### Want to take part in H100 Fife?

Turn the page to start your journey and become among the first in the world to use green hydrogen gas for heating and cooking.





### Review and register

If you live in the network area, you could be eligible for a green hydrogen gas supply. To qualify, you should currently:

- ✓ Have a domestic natural gas supply
- ✓ Live in a terraced, semi-detached or detached home, or in a ground or first floor flat.

Participation in H100 Fife is subject to a full assessment of your property which will be carried out by our highly trained surveyors.



### Survey and sign up

Once you register, we'll contact you to arrange a visit where we will check your home meets our criteria for hydrogen conversion. If it does, we'll find out what new appliances you'll need.

Following your survey, you'll get a summary of the findings including any changes required before we can transition to you. We'll explain this to you and support you throughout.



### Preparing your home

We'll let you know if you need to do anything to get ready for installation. This could include lifting floor coverings (such as rugs – not carpets), clearing cupboards and loft spaces or making a clear access for appliances.

We may also need to do some work outside your home to prepare for your new hydrogen gas supply.

This is all free of charge, planned in advance with you and carried out by skilled engineers.



### Signing up

Once you're happy with everything, you can sign your H100 Fife contract.

Everyone taking part in H100 Fife gets £1,000. We'll pay you £50 when you sign your H100 Fife contract, £200 when we install the new appliances, and £250 every winter from 2024 to 2026. You'll get these payments as long as you're still participating.



### Review and register

If you live in the network area, you could be eligible for a green hydrogen gas supply. To qualify, you should currently:

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We may also need to do some work outside your home to prepare for your new hydrogen gas supply.

This is all free of charge, planned in advance with you and carried out by skilled engineers.





## Green gas is coming to homes in Buckhaven and Methil

YOU can opt-in for a brand-new free gas boiler and appliances, while playing a key role in the battle against climate change.



Join us at Buckhaven Community Education Centre on 15 and 16 September to chat with our expert team about joining our H100 Fife project and our plans for the community. If you can't make it to either event don't worry, you can still register online.

### Why should I join H100 Fife?

We're offering a hydrogen gas supply, new hydrogen appliances and a new hydrogen boiler, all at no cost, to up to 300 homes in Buckhaven and Denbeath.

As well as receiving these with free installation, maintenance and servicing, we'll pay you £1,000.

If you join H100 Fife, you'll be playing an important part in our journey to net zero and this is our way of recognising that and thanking you.

- ✓ £1,000 for taking part
- ✓ Free new hydrogen boiler and appliances to replace your natural gas appliances
- ✓ Free installation, maintenance and servicing
- ✓ Cut your carbon footprint
- ✓ Hydrogen gas billed at the cost of natural gas

### Register now and take part: [h100fife.co.uk/get-involved](http://h100fife.co.uk/get-involved)

#### Where is the work taking place?

The new network will be built alongside our existing gas network. Up to 300 homes in Buckhaven and Denbeath which are in the coverage area can choose to opt-in to H100 Fife to use clean hydrogen gas or remain with their existing natural gas supply.

If you live in the coverage area, you can register to take part in H100 Fife here: [www.h100fife.co.uk](http://www.h100fife.co.uk)



Phase	Work areas	Schedule	
Phase one	H100 Fife site – Fife Energy Park	May 2023	
Phase two	Clyde Street Cowley Street Don Street Forth Street Swan Street	Tay Street Tweed Street Ward Street Wellesley Road	May 2023 – September 2023
Phase three	BarnCraig Street Bow Street Den Street Institution Street	Sandwell Street Wall Street Wellesley Road	September 2023 – February 2024
Phase four	Ruskin Crescent Burns Avenue Sandwell Street Stark Street		January 2024 – February 2024
Phase five	Buchan Gardens Burns Avenue Carlyle Crescent Den Walk	Omar Crescent Shakespeare Avenue Wellesley Road	March 2024 – July 2024

These dates are subject to change, so for all the latest information including details of road closures and temporary traffic lights, visit our H100 Fife roadworks page.



**Smell gas?**  
0800 111 999

**If you need this leaflet in a different format or language, call 0800 975 1818**




**SGN**  
H100 Fife

## The world's first green hydrogen gas network

The project is investing £32 million to help the community to transition to zero-carbon heating and develop the energy park into a hub for renewable energy innovation, bringing jobs and opportunities to local residents and businesses.

A range of green technologies will go into H100 Fife's end-to-end green hydrogen network. Here's how the project will use tried-and-tested tech to show the world it's possible to turn wind energy into safe, warm homes.



**Pressure reduction**

**On Site H2 Demo Facility**

**Zero carbon heating for 300 homes**

Transported through network

**New network**

We'll transport the green hydrogen through a newly built gas network to 300 opted-in homes in Buckhaven and Danbeath. Homes which decide not to opt in can remain on our existing natural gas network.

**Visit our demonstration homes**

Before hydrogen is installed in your home, we want you to see what a hydrogen home looks like and how similar it can be to your existing central heating set up. So, we're building a hydrogen demonstration facility. You'll get the chance to visit the homes to test and use hydrogen appliances before they are installed in your home. You'll also be able to see the minimal changes that will be made to your heating system and ask us any questions.

**Clean, warm homes**

State-of-the-art hydrogen appliances and boilers, fitted and maintained free for participants, provide zero-carbon heating and cooking for the project until 2027.

## What is H100 Fife?

H100 Fife is leading the way in decarbonising home heating. It will be the first 100% green hydrogen-to-homes zero carbon network anywhere in the world, demonstrating the potential for the whole British gas network to deliver hydrogen gas.

Up to 300 homes in Buckhaven and Danbeath, Fife, have the choice of signing up to H100 Fife to use clean hydrogen gas or remaining with their existing natural gas supply. If you decide to take part, you'll receive £1,000, a new hydrogen gas boiler, hydrogen gas meter and new hydrogen gas appliances to replace your existing natural gas appliances. We'll supply, install, service and maintain everything for you.

**Why here?**

Buckhaven and Danbeath were chosen following a nationwide search for the most suitable site for this 100% hydrogen network. The area has access to offshore wind, an existing gas network, a dedicated energy park and a rich history in energy, once being home to one of Scotland's largest collieries and a major player in coal export. Decades later, we're retaining the energy heritage of this area, and developing the Fife Energy Park for our H100 Fife project.



## Project benefits

This is an exciting opportunity for you to transition early to zero-carbon energy and have a key role in this world-first project. All homes that opt-in will be connected to our new hydrogen gas network from 2023/24 to 2027.

**✓ New hydrogen boilers and appliances completely free**

We'll replace your natural gas boiler, gas meter and any gas appliances with brand new hydrogen gas alternatives. You won't pay a penny for any of these. They will all also be installed by gas safe registered engineers free of charge.

**✓ Hydrogen boilers and appliances take up the same amount of space as standard boilers and appliances and work in the same way. They have already been tested to the same high safety standards as their traditional counterparts. Our project partners Baxi and Worcester Bosch are trusted and market leading boiler manufacturers.**

**✓ Understandably you might be worried about disruption to your home during the installation. We believe hydrogen gas is among the least disruptive renewable energy sources out there and you'll be able to see this for yourselves in our hydrogen demonstration facility.**

**✓ £1,000 for taking part**

As well as receiving free new hydrogen appliances, we'll pay you £1,000. You're playing an important part in our journey to net zero and this is our way of recognising that and thanking you. We'll pay you £50 when you sign your H100 Fife contract, £250 when we install the new appliances, and £250 every year for the remaining three years of the project.

## Here are the great reasons to join H100 Fife – the world's first hydrogen gas network


-  Help the environment and protect future generations by moving to a clean energy source.
-  Receive £1,000 for taking part and playing an important role in our journey to net zero.
-  Have your natural gas boiler and meter, and natural gas appliances, replaced with brand new hydrogen gas alternatives.
-  Free installation and free servicing and maintenance until 2027.
-  It doesn't cost to participate in H100 Fife. Hydrogen gas will be billed at the energy unit price of natural gas with the option of changing your gas supplier at any time.
-  Help us gain valuable insight, which will in turn help Scotland get to net zero.
-  Continue to enjoy a gas supply that gives you instant warmth and full control of your heating.



## Can I opt in to H100 Fife?

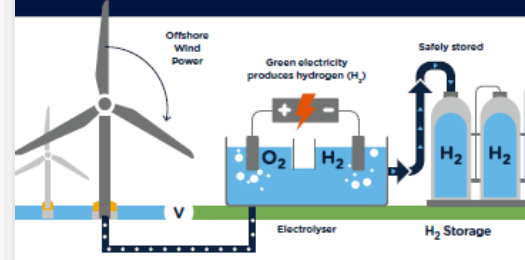
If you live in this network area you could be eligible to take part if you:

- have a domestic 'natural' gas supply
- live in a terraced, semi-detached or detached home
- live in a ground floor or first floor flat



## How will it work?

We've chosen Energy Park Fife as the ideal location to produce the hydrogen we need. Our site is in Buckhaven, right next to the large wind turbine which we'll be using to supply the electricity for the project. You can see our site from the viewing platform on Wallesey Road, near its junction with Swan Street.



**Clean power**

We're working closely with ORE Catapult to use its huge offshore wind turbine. Fife's rich wind resources provide the turbine an abundant source of clean electricity. We'll also have a back-up connection from the electricity grid.

**Green hydrogen**






Electricity generated by the turbine is used to produce hydrogen at a dedicated electrolysis plant. This facility separates water into its elements: hydrogen and oxygen gas. If the electricity used is from renewable sources, like the wind we're using, the hydrogen produced is called green hydrogen.

**Storage facility**

Hydrogen is stored on-site in six purpose-built tanks. We'll store more than enough to heat 300 homes, ensuring supply won't be disrupted during even the coldest weather conditions.

## Your H100 Fife journey

Customers are so important to us, so we've worked closely with key stakeholders, experts and customers to map out your journey from beginning to end, and will be with you every step of the way.

-  Review and register
-  Survey and sign up
-  Preparing your home
-  Installation
-  Aftercare

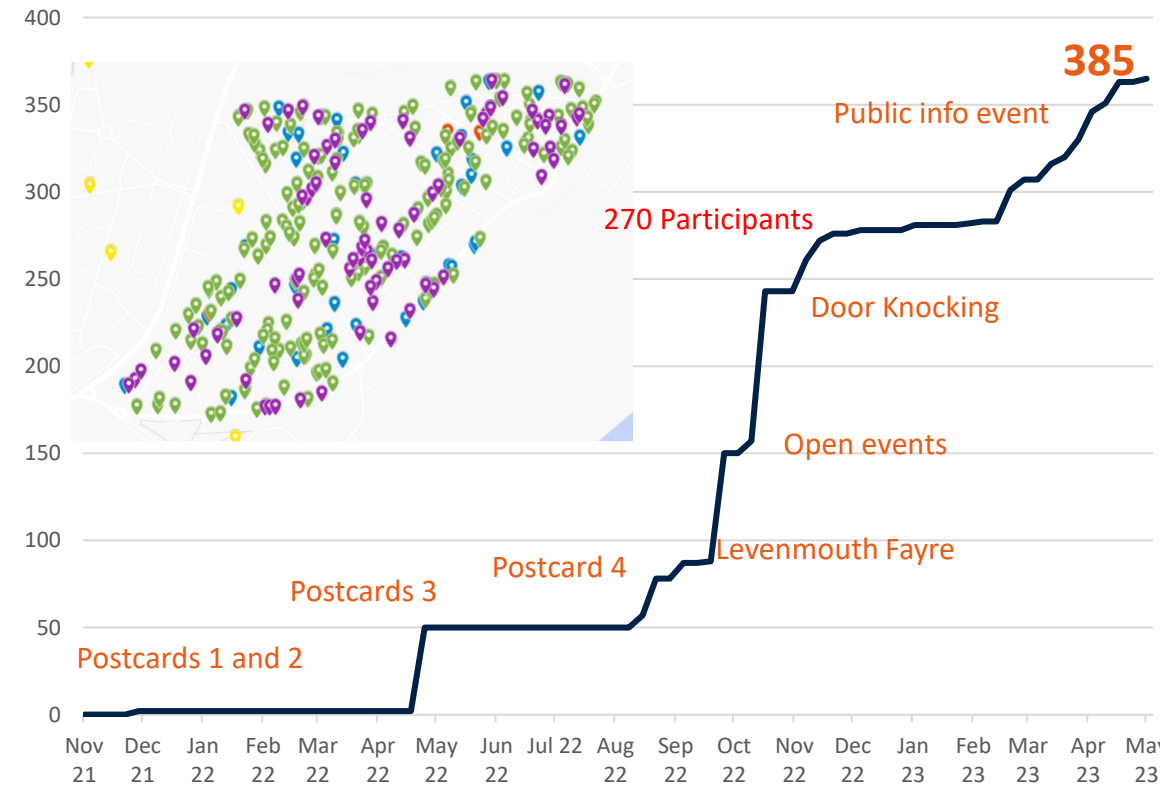
You'll have the choice of opting in for a hydrogen gas supply or remaining with your existing natural gas supply. This is subject to a full assessment of your property.

Landlords and tenants must all agree to join the project. Properties in multiple occupancy buildings, such as flats which aren't on the first or ground floors, and non-domestic properties, are not eligible.

You can opt out of H100 Fife at any time during the entire length of the project. Your natural gas supply will be reinstated with the relevant appliances, boiler and meter installed at no charge.

# Customer Uptake & Activities

- Customer Registration Update:
  - 385 Customers registered in total in the network area
    - 368 live customers
    - 44 falling just outside network area
  - Customer engagement will continue in the network area including with Local Housing associations and Fife Council
  - Customer welcome pack completed and contains all the information customers will need for the next phase of the project
    - Also includes additional information about support and help available for all customers – not just H100 Fife
  
- Community Activity:
  - Sponsorship of East Fife Community Football Club
    - Running throughout Summer Holidays 70+ children attending weekly
  - Participation in Fife Council's STEM Festival with local primary schools, other opportunities under consideration
  - H100 Big Summer BBQ
  
- Next Steps:
  - Newsletter distributed to registered participants in August
  - H100 Big Summer BBQ
  - Demonstration Home Launch



# Proposed Approach to SMETS 2 Hydrogen Meter Ownership & Management

SGN Futures (H100) Ltd will finance the SMETS 2 Hydrogen Meters and SGN Metering Ltd will oversee physical installation and maintenance services. SGN will be responsible for legacy stranding costs where applicable.

SGN (either the H100 Fife Project team or SGN Metering Ltd ) will provide the MPRN's of customers enrolled in the H100 Fife Project to relevant suppliers in advance of the transition from natural gas to Hydrogen. During the project Xoserve will notify shippers where customers are enrolled in H100 and there has been a change of supplier.

Suppliers will remain responsible for undertaking commissioning activities with the Smart DCC.

UNC MOD799 – provisions in place for distribution of 100% hydrogen that will be produced and distributed in the network by SGN. No separate purchasing/sourcing of hydrogen required by suppliers.

## Multiplication Factor

- The H100 trial in Fife will use a derived Multiplication Factor to ensure that customers who receive 100% hydrogen gas as part of the trial are not overbilled.
- Change Proposal XRN5298 sets out this approach – approved at Change Management Committee on 10<sup>th</sup> November 2021.
- The Multiplication Factor is usually 1 for Domestic-type meters and is an attribute of the meter – held in the MDD (Market Domain Data) table in central systems.
- The value of the derived Multiplication Factor will be set by SGN.



## Example use of a derived Multiplication Factor for H100 Fife trial

	Customer using standard natural gas	Customer using Hydrogen with a standard Multiplication Factor	Customer using Hydrogen with a special Multiplication Factor
Customer Annual Quantity (AQ)	13,000 kWh	13,000 kWh	13,000 kWh
Metered usage for a period (hydrogen customer uses greater quantity due to lower gas quality)	100 m3	329 m3	329 m3
SC LDZ Gas Calorific Value (CV)	39.5	39.5	39.5
Standard Conversion Factor (CF)	1.02264	1.02264	1.02264
Multiplication Factor (MF)	1	1	0.294 (estimated value)
Calculated Energy: $m3 \times CV \times CF \times MF / 3.6$	1,122 kWh	3,691 kWh	1,085 kWh



Standard customer unaffected by Hydrogen use in the LDZ

Hydrogen customer would be overbilled if a standard multiplication factor were used

Special multiplication factor ensures that the Hydrogen customer is not overbilled

# Supporting Smart Pay As You Go for H100 Fife

**Enabling continued access to prepayment services will be a core requirement for the customer offer in H100 Fife.**

**There are high volumes of prepayment customers in the trial area who will expect to be able to continue with prepayment as part of the Hydrogen transition.**

- There are over 7.38m prepayment customers in the UK and the number of customers switching to prepayment is increasing – driven in the main by the cost of energy crisis
- There will be valuable learnings from H100 Fife to share with the Village Trial and more broadly with Ofgem, BEIS and other key stakeholders

# Primary Technical Option for Enabling Smart Pay As You Go

- In order to achieve volume equivalence within day for Smart Pay As You Go customers the following option has been developed;
  - The Meter Manufacturer will set a default Calorific Value in the SMETS2 Hydrogen Meter at point of production
  - This will ensure that the SMETS 2 Hydrogen Meter will calculate the volume of gas as though it was natural gas
  - When customers top up their Meter this will ensure that they are paying the correct amount for their Hydrogen usage
  - The meter and In Home Display will show the corrected volume and meter reads will be communicated remotely to suppliers
- To remove the risk of the standard Scotland LDZ CV being applied remotely by suppliers, suppliers will be asked to suppress CV update messages to the SMETS 2 Meter

# Technical preconditions for Smart Pay As You Go

In order for a SMETS 2 Hydrogen Meter to operate as Smart Pay As You Go the following technical preconditions have been identified;

- DCC Wide Area Network coverage available
- SMETS 2 Electricity Meter and Communication Hub installed and working
- Default CV applied to SMETS 2 Hydrogen Meter
- Supplier's metering agent able to scan the barcode on the SMETS 2 Hydrogen Meter to register with supplier systems

# How to identify H100 Fife sites in Central Systems

Shippers can identify MPRNs, within their ownership, taking part in the H100 Fife Project through GES (Gas Enquiry Service) Online Portal via manual search

- The Network Project Name will be the description of the project.
- The Network Indicator will be **H100FIFSGN**.
- The Network Project Start Date is the date the consumer will first receive hydrogen.
- The Network Project End Date is the date the consumer stopped receiving hydrogen.



GES Online Portal example

Shipper Name	
Shipper Short Code	
Current Supplier	
Current Supplier Short Code	
Incoming Supplier	
Previous Supplier	
Previous Supplier ID	
Confirmation Reference	
Confirmation Effective Date	
Withdrawal Status	
Market Sector Code	
Meter Link Code	
Supply Meter Point Class	
Interruption Contract Exists	
Network Project Name	SGN 100% H2 LEVENMOUTH FIFE
Network Indicator	H100FIFSGN
Network Project Start Date	10 Jun 2023
Network Project End Date	10 Mar 2027

# Customer Opt In/Out Process

- Customers participating in the H100 Fife Project are entitled to opt out at any time after opting-in and have the Hydrogen appliances and meter replaced with natural gas assets.
- The relevant suppliers will be contacted to confirm the transition from Hydrogen to natural gas.
- Where a customer is on a Smart Pay As You Go tariff the expectation is that the supplier will need to replace the SMETS 2 Hydrogen Meter with a SMETS 2 natural gas meter.
- *Where a customer is on a credit tariff the standard approach would be to replace with a legacy meter however this approach to meter replacement needs validation.*

## Supplier collaboration requirements ahead of SMETS 2 Hydrogen Meter Installation

### Contractual

- Suppliers to advise MAP's/MEM's of the MPRN's to be excluded from national arrangements
- Suppliers to comply with deemed contract terms, including a commitment not to send operatives to carry out physical works on SMETS 2 Hydrogen Meters

### Logistics

- Schedule of installations (3-6 weeks ahead)
- Post code & MPRN provision
- Meter technical details

### Customer Engagement

- Confirmation of Smart Metering Appointment
- Confirmation of tariff details
- Provision of smart card (for retail top ups)

# Summary – H100 Fife ‘Hydrogen Neighbourhood’

1. Customers can opt-in to the project, or remain with their existing natural gas supply.
2. Participating customers will receive new hydrogen boilers and meters, and other hydrogen appliance replacements on a like for like basis where available at no cost.
3. The first customers will be connected in September 2024 with the aim of all 300 being connected by early 2025. Customers can opt-out at any time.
4. SGN have been working with Xoserve and industry to devise a billing and metering solution to ensure the customer is not financially disadvantaged.
  - a) Customers will be able to remain with their existing suppliers or switch suppliers if they wish.
  - b) Customers will be billed as normal by the supplier based on their natural gas tariff.
5. The project will finance new hydrogen SMET2 meters that will be installed and maintained by SGN Metering, who will be acting as the default MAP & MEM for the duration of the project.
6. The project will be covering the stranding costs of legacy meters where applicable.



# Summary – H100 Fife ‘Hydrogen Neighbourhood’

7. **Prepay:** A new CV for hydrogen will be set by the meter manufacturers to allow meters to calculate the volume of hydrogen gas as though it were natural gas to allow for accurate billing. There are the following prerequisites for this:
  - Suppliers will need to suppress CV update messages to SMETS2 meter
  - DCC Wide Area Network coverage available
  - SMETS 2 Electricity Meter and Communication Hub installed and working
  - Default CV applied to SMETS 2 Hydrogen Meter
  - Supplier’s metering agent able to scan the barcode on the SMETS 2 Hydrogen Meter to register with supplier systems
8. **Credit:** A bespoke multiplication factor registered with the meter in MDD to ensure accurate billing for hydrogen based on energy and not volume.
9. Ofgem expectation that any changes to normal business processes that are required by suppliers could be done as manual workarounds for the duration of the trial to avoid any unnecessary costs to consumer

# Get in touch!

For any overarching project queries, please contact:

**Lorna Archer**

**H100 Fife Downstream Project Manager**

07583079128

[Lorna.archer@sgn.co.uk](mailto:Lorna.archer@sgn.co.uk)

For any queries relating to Xoserve and central systems, please contact:

**Victoria Mustard**

**Decarbonisation Strategy Lead**

07519 605 322

[Victoria.mustard@xoserve.com](mailto:Victoria.mustard@xoserve.com)

For any queries relating to domestic metering, please contact:

**Rhiannon Osuji**

**Commercial Manager**

07583 131 046 / 02394 283 096

[Rhiannon.osuji@sgn.co.uk](mailto:Rhiannon.osuji@sgn.co.uk)

## Required from Industry:

1. **Nominate a primary and secondary contact** from your organisation as point of contact for H100 Fife project.
2. Attendance at **Regulatory Industry Working Group** for H100 Fife, which will be established by SGN in early 2024 to progress key collaborative activities in relation to install planning and operational coordination.
3. Raise any **concerns or approvals** of project's regulatory model as presented today.



Thank you



**SGN**  
Your gas. Our network.